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### *Freeing Librarians to be Librarians*



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# KEKAL ABADI

Jil. 33 Bil. 1 Januari -Jun 2015 *Vol. 33 No. 1 January-June 2015*

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## **Resource Description and Access (RDA) : New Implementation and Changing Roles for Medical Librarians**

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### **Abstract**

*RDA is the new cataloging standard designed for the digital environment. As we move towards the 15th year of the 21st century and leaning more on the digital world, the job scope of librarians as information providers should go beyond their daily routines and they should actively participate in reaching and serving the communities and nation. Medical librarians or catalogers of any libraries should enhance and upgrade their information expertise from time to time. This article aims to increase awareness among medical librarians of the new dimension in cataloging fields and its new functionality, RDA. Overall total number of level RDA awareness among Malaysian librarians is 44 per cent but no research has been done on Medical Librarian itself. In collaboration with the Central Library, the T.J. Danaraj Medical Library has initiated and implemented RDA to enable users to find new discovery tools and use resources appropriate to their information needs. The role of medical librarians will definitely be given a new phase once RDA is implemented. With the implementation of RDA, the scope of catalogers responsibilities have expanded to involve the administrative tasks and the functionality of library systems. Recognition of significance should be awarded to cataloging agencies such as the Library of Congress (LC) and the National Library Medicine (NLM) who collaborated to ensure RDA is a huge success.*

**Keywords:** Resource Description and Access; Anglo-American Cataloguing Rules; Catalogers; Medical librarians; RDA; AACR2

### **Introduction**

Resource Description and Access (RDA) is a new standard code to replace Anglo-American Cataloguing Rules 2nd edition (AACR2) in order to make use of RDA efficiently in the library system, one must know the history of cataloging.

In 1841, during the early cataloging rules, catalogers and librarians used analog card catalogs to maintain and handle books and printed resources. Later in the 19th century, cataloging and library materials became much larger and more demanding. Thus, librarians and information professionals invented devices such as machine readable cataloging record formats to help catalogers, librarians and users to retrieve more accurate information from the library.

During the 20th century, the Anglo-American Cataloging Rules were officially published in 1967 and the second edition of AACR2 followed shortly in 1978. According to Coyle and Hillman, (2007), AACR2 was issued on the eve of what were arguably the most important technology changes since the printing press, the computer, and electronic network. The rules of AACR2 were written at a time when "library catalog" still meant "card catalog", but within a decade, libraries were abandoning cards for electronic databases. The Online Public Access Catalog (OPAC), essentially the card catalog in a database format,

became the dominant library catalog by the 1990's and the World Wide Web soon became the primary means of connecting users to the library and the library catalog.

## Implementations

Mansor and Ramdzan, (2014) wrote that RDA is a new cataloging rule that replaces AACR2. RDA was initiated when the Joint Steering Committee (JSC) of AACR2 decided to change the direction to RDA as a consequence of feedback received from the draft of AACR3 part 1 in April 2005.

The Joint Steering Committee for the development of RDA web site clearly defines (JSC, 2006):

RDA will be a new standard for resource description and access, designed for the digital world. Built on foundations established by the Anglo-American Cataloguing Rules (AACR), RDA will provide a comprehensive set of guidelines and instructions on resource description and access covering all types of content and media. RDA will enable users of library catalogues and other systems of information organization to find, identify, select, and obtain resources appropriate to their information needs.

According to Cronin, C. (2011) based on the University of Chicago Library's RDA Production Statistics for the Test Period, October 1–December 31, 2010, the process of testing RDA provided an opportunity to apply the new code under relatively normal cataloging conditions, over a long period of time. Testing and in house training helped to identify areas where catalogers saw improvements from AACR2, and provided a mechanism to communicate concerns. Subsequent implementation has allowed them to extend their learning curve, rather than disrupt it, and may also help other libraries to manage their transition period well.

El-Sherbini, (2013) in her book title *RDA: Strategies for implementation* shared good advice for implementing RDA for catalogers and cataloging managers on becoming familiar with the resources needed to work with RDA, including the RDA Toolkit. Besides providing advice and conducting in-house training, she suggested catalogers refer to the many webinars that are freely available on the Internet. Part of the intention of RDA was to allow online catalog interfaces to display records in a more meaningful way.

To make use of the coding and procedures in the RDA, catalogers as well as librarians need to familiarize with the RDA Toolkit, [www.rdatoolkit.org](http://www.rdatoolkit.org). The RDA Toolkit website demonstrates and provides information on how to use RDA records systematically.

Figure 1 shows the RDA main menu screen which listed all the features and functionality such as the pricing, subscription, renewal, the RDA Toolkit Free and trial offer period.



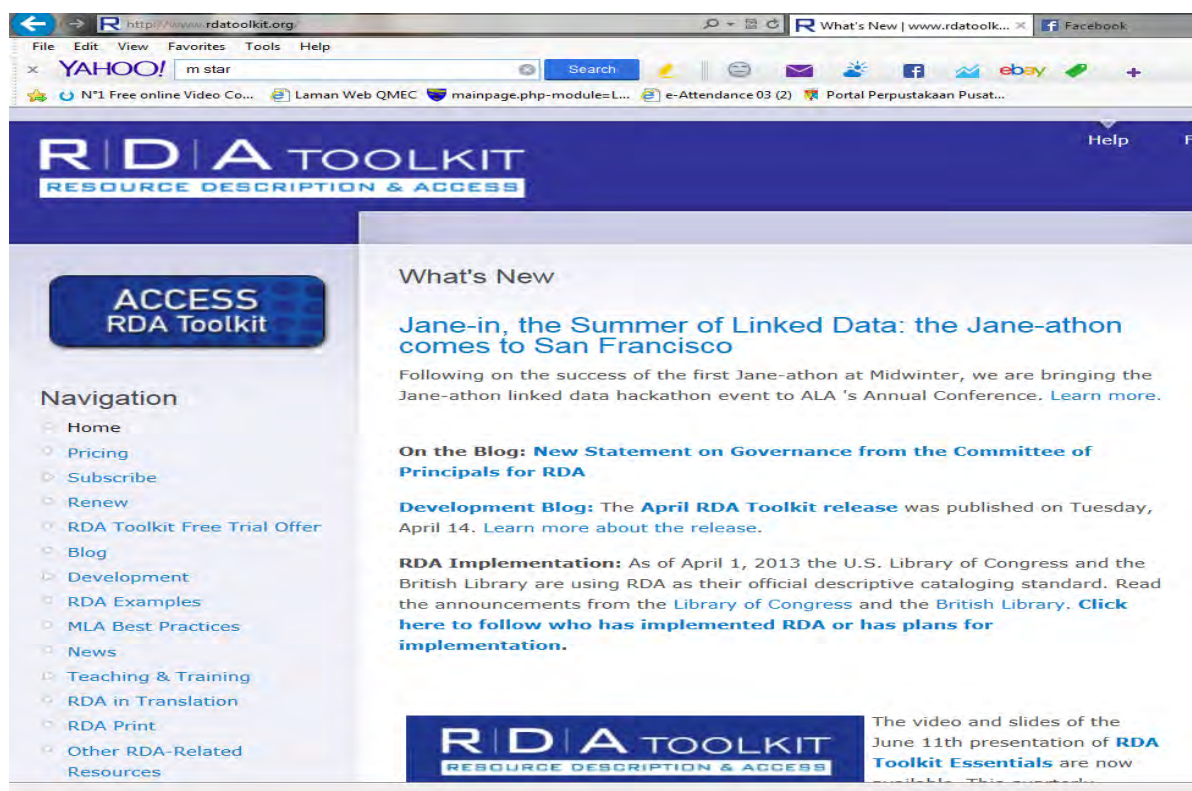


Figure 1 : Screen shot of RDA Toolkit website

Figure 2 and 3 are the main screen of the structures being used in MARC RDA records examples. On the bookmarks listed on the left string stated that there are 3 elements on the Book 1 Bookmarks which listed the organization of the information accurately; RDA Reference, RDA Element and Data Recorded.

RDA REF	RDA ELEMENT	DATA RECORDED
2.3.2	Title proper	The organization of information
2.4.2	Statement of responsibility relating to title proper	Arlene G. Taylor
2.5.2	Designation of edition	Second edition
2.8.2	Place of publication	Westport, Connecticut
2.8.2	Place of publication	London
2.8.4	Publisher's name	Libraries Unlimited, a member of the Greenwood Publishing Group
2.8.6	Date of publication	2004
2.12.2	Title proper of series	Library and information science text series
2.13	Mode of issuance	single unit
2.15	Identifier for the manifestation	ISBN 1-56308-976-9
2.15	Identifier for the manifestation	ISBN 1-56308-969-6 (paperback)
3.2	Media type	unmediated
3.3	Carrier type	volume
3.4	Extent of text	xxvii, 417 pages
3.5	Dimensions	26 cm
4.3	Contact information	<a href="http://www.lu.com">http://www.lu.com</a>
6.9	Content type	text
7.16	Supplementary content	Includes bibliography and index
17.8	Work manifested <sup>1</sup>	Taylor, Arlene G., 1941-. Organization of information
19.2	Creator	Taylor, Arlene G., 1941-
18.5	Relationship designator	author
25.1	Related work <sup>2</sup>	Library and information science text series

Figure 2 : Example of MARC record



SHADED ROWS INDICATE CORE ELEMENTS

**AUDIO RECORDING - BOOK**

**RDA elements**

RDA REF	RDA ELEMENT	DATA RECORDED
2.3.2	Title proper	Lives of girls and women
2.4.2	Statement of responsibility relating to title proper	Alice Munro
2.5.2	Designation of edition	Abridged
2.5.4	Statement of responsibility relating to the edition	by Ruth Fraser
2.8.2	Place of publication	Fredericton, NB, Canada
2.8.4	Publisher's name	BTC Audiobooks, an imprint of Goose Lane Editions
2.8.6	Date of publication	date of publication not identified
2.11	Copyright date	©2005
2.13	Mode of issuance	multipart monograph
2.15	Identifier for the manifestation	ISBN 0-86492-398-8
3.2	Media type	audio
3.2	Media type	computer
3.3	Carrier type	audio disc
3.3	Carrier type	computer disc
3.4	Extent	3 audio discs
3.5	Dimensions	12 cm
3.16.2	Type of recording	digital
3.16.3	Recording medium	optical
3.19.2	Digital file type	audio file
3.19.3	Encoding format	CD audio
4.2	Terms of availability	\$29.95 Can (\$24.95 US)
4.3	Contact information	<a href="http://www.gooselane.com">http://www.gooselane.com</a>
6.9	Content type	spoken word
7.10	Summarization of the content	Born on the backward "Flats Road," Del Jordan is a "nice girl" with big dream in a small town that expects little from women beyond marriage and babies. In linked short stories, Del suffers embarrassment at the hands of her encyclopedia-selling mother, endures her body's insistent desires, and falls passionately in love with a young lumberyard worker, only to lose her chance for a university scholarship
7.22	Duration	approximately 3 hr.
7.23	Performer, narrator, and/or presenter	Narrated by Judy Mahbey
7.24	Artistic and/or technical credit	Credits: producer, Lawrie Seligman; recording engineer, Eric Wagers
17.8	Work manifested <sup>1</sup>	Munro, Alice, 1931- . Lives of girls and women
19.2	Creator	Munro, Alice, 1931-
18.5	Relationship designator	author
20.2	Contributor	Fraser, Ruth
18.5	Relationship designator	abridger
20.2	Contributor	Mahbey, Judy
18.5	Relationship designator	narrator
20.2	Contributor	Seligman, Lawrie
18.5	Relationship designator	producer
20.2	Contributor	Wagers, Eric
18.5	Relationship designator	recording engineer
26.1	Related expression <sup>2</sup>	Abridgement of the first print edition published by McGraw-Hill Ryerson, 197
27.1	Related manifestation <sup>3</sup>	Originally broadcast on CBC Radio 1981

Figure 3 : Example of MARC record

### AACR2 and RDA records

While there are many differences between RDA and AACR2 records, here are some of the most visible differences between the cataloging standards.

- RDA records will have always an 040 \$e rda and Leader byte 18 is coded "i" rather than "a."
- The MARC tag 245 \$h -- General Material Designation (GMD) is replaced by three new MARC tags:
  - 336 - Content
  - 337 - Media Type
  - 338 - Carrier Type
- Abbreviations are rarely used. The cataloger will transcribe exactly what appears on the item in the title, edition, publication, extent and series statement areas of the record.

- The “rule of three” is gone so you may see a statement of responsibility that lists all authors/editors, etc. on the title page, regardless of the number. If the cataloger chooses the option of transcribing only the first statement of responsibility, then a descriptive phrase like “[and five others]” will be supplied rather than a mark of omission (3 dots) and the Latin abbreviation “et al.”
- Relator terms (\$e) or codes (\$4) will be used more extensively with access points.

Catalogers will be permitted to update AACR2 records with RDA elements without changing the Leader and 040 coding of the AACR2 record. So over time it will be possible to see records with a mix of styles.

Whether a cataloger is familiar with AACR2 or is new to cataloging, it is useful to give them an orientation on how RDA is structured. This will save time when trying to find specific rules and will highlight the cataloging process. For those familiar with AACR2, it will be useful if trainers give a comparison with RDA and show how the structure has changed drastically.

### **RDA Implementation at National Librray of Medicine (NLM)**

On March 31, 2013 the National Library of Medicine (NLM) started the use of RDA. All original cataloging of modern material, replacing the Anglo-American Cataloguing Rules, 2nd edition.

Bibliographic records distributed by NLM will continue to contain a mixture of RDA and AACR2 records as NLM will accept AACR2 copy without upgrading these records to RDA. Any new authority records created by NLM will follow RDA guidelines, regardless of the rules used to create the bibliographic data.

### **Changing Roles Of Medical Librarian**

A health or medical librarian is assigned to assist physicians, health professionals, students, patients, consumers, medical researchers and information specialists in fulfilling their needs for specialized information. To improve and control the qualities in bibliographic data as well as maintaining an efficient client service, catalogers need to arise and fully equip with the latest information in medical fields. The focus of the medical librarian is to emphasize the use of evidence based research and practice. Thus it means information provided by the cataloger or medical librarian should be up to date, systematic and end user friendly.

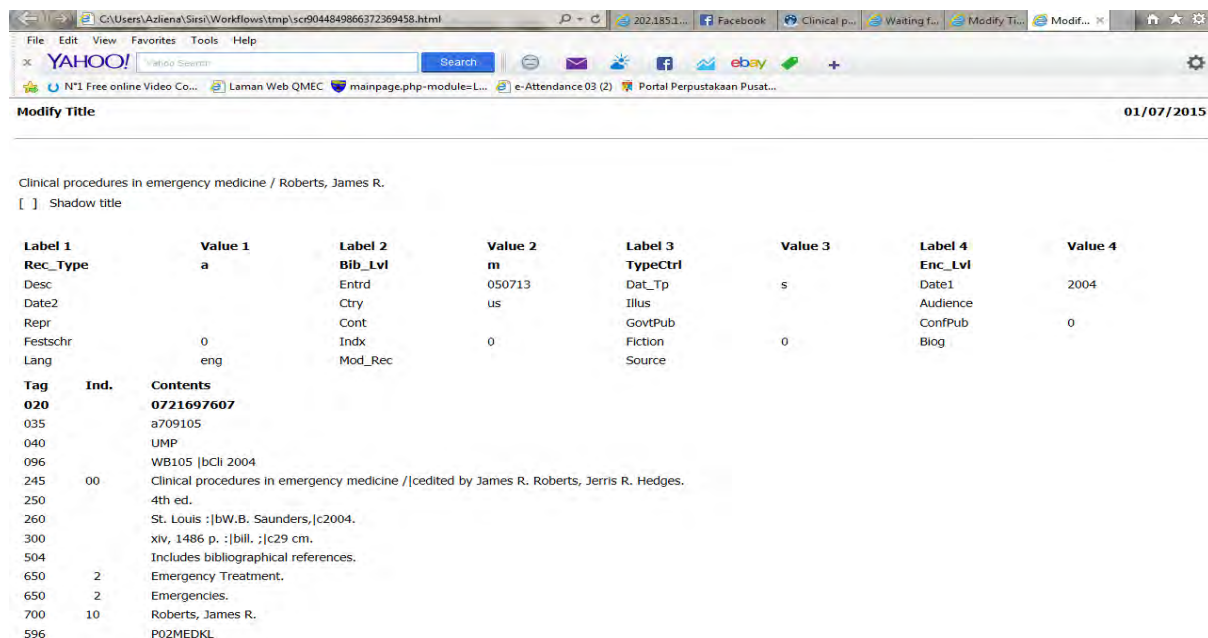
The traditional job scope of typical catalogers such as maintaining original cataloging, authority works and assigning call numbers and subject are no longer sufficient to meet the demands of users and patrons. From traditional jobs of catalogers the roles have changed drastically to include a variety of job scopes such as editing problematic records, engage in managerial tasks, catalog and attempt authority control of Internet sources or even seen doing or managing Internet training or web page design.

### **The T.J. Danaraj Medical Library**

The T.J. Danaraj Medical Library is strategically located between Gaharu and Kenanga Lecture Theatres on the 1st Floor of the Pre-Clinical Block, Faculty of Medicine, University of Malaya. As one of the oldest medical library in Malaysia, the library is striving to maintain and preserve its collections and services for academia purposes. Looking forward to adapt and implement RDA concepts and functionality efficiently, the librarian and catalogers are determined to give optimum qualities to serve the teaching, learning and research needs of the academic staff, undergraduate students, postgraduate students and researchers of

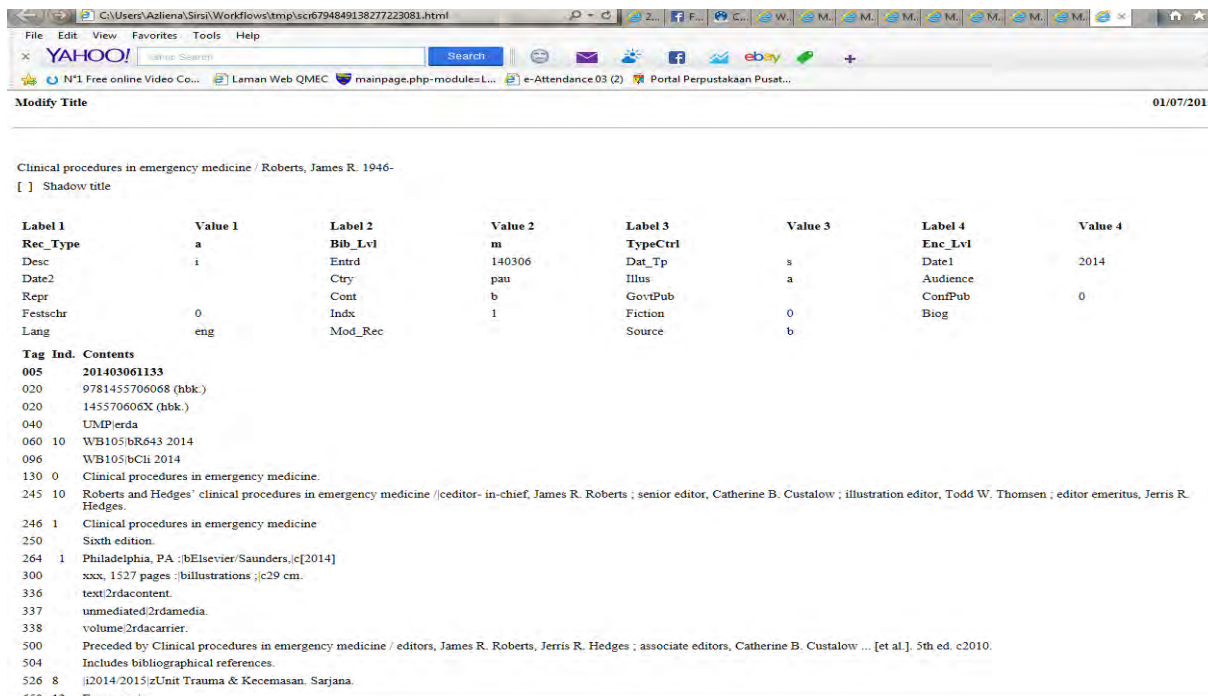
the Faculty of Medicine as well as the needs of the nursing students, clinicians and professional staff of the University of Malaya Medical Centre.

Figure 4 and 5 locate two bibliographic records taken from SirsiDynix Symphony Workflows System to differentiate records using the RDA methods. One was taken in 2004 before RDA was applied and the other one after implementation.



Label 1	Value 1	Label 2	Value 2	Label 3	Value 3	Label 4	Value 4
Rec_Type	a	Bib_Lvl	m	TypeCtrl		Enc_Lvl	
Desc		Entrd	050713	Dat_Tp	s	Date1	2004
Date2		Ctry	us	Illus		Audience	
Repr		Cont		GovtPub		ConfPub	0
Festschr	0	Indx	0	Fiction	0	Biog	
Lang	eng	Mod_Rec		Source			
Tag	Ind.	Contents					
020		0721697607					
035		a709105					
040		UMP					
096		WB105  bCli 2004					
245	00	Clinical procedures in emergency medicine / [edited by James R. Roberts, Jerris R. Hedges.					
250		4th ed.					
260		St. Louis : bW.B. Saunders, c2004.					
300		xiv, 1486 p. : bill. ; c29 cm.					
504		Includes bibliographical references.					
650	2	Emergency Treatment.					
650	2	Emergencies.					
700	10	Roberts, James R.					
596		P02MEDKL					

Figure 4 : Bibliographic record in 2004



Label 1	Value 1	Label 2	Value 2	Label 3	Value 3	Label 4	Value 4
Rec_Type	a	Bib_Lvl	m	TypeCtrl		Enc_Lvl	
Desc	i	Entrd	140306	Dat_Tp	s	Date1	2014
Date2		Ctry	pau	Illus	a	Audience	
Repr		Cont	b	GovtPub		ConfPub	0
Festschr	0	Indx	1	Fiction	0	Biog	
Lang	eng	Mod_Rec		Source	b		
Tag	Ind.	Contents					
005		201403061133					
020		9781455706068 (hbk.)					
020		145570606X (hbk.)					
040		UMPIerda					
060	10	WB105:bR643 2014					
096		WB105:bCli 2014					
130	0	Clinical procedures in emergency medicine.					
245	10	Roberts and Hedges' clinical procedures in emergency medicine / [editor- in-chief, James R. Roberts ; senior editor, Catherine B. Custalow ; illustration editor, Todd W. Thomsen ; editor emeritus, Jerris R. Hedges.					
246	1	Clinical procedures in emergency medicine					
250		Sixth edition.					
264	1	Philadelphia, PA : bElsevier/Saunders, c[2014]					
300		xxx, 1527 pages : billustrations ; c29 cm.					
336		text;2rdacontent.					
337		unmediated;2rdamedia.					
338		volume;2rdacarrier.					
500		Preceded by Clinical procedures in emergency medicine / editors, James R. Roberts, Jerris R. Hedges ; associate editors, Catherine B. Custalow ... [et al.]. 5th ed. c2010.					
504		Includes bibliographical references.					
526	8	i2014/2015;2Unit Trauma & Kecemasan. Sarjana.					
650	13	Emergencies.					

Figure 5 : Bibliographic record in 2014

## Summary and Conclusion

Catalogers and library support staff should learn and be given enough in house training and hands on exposure to ensure that RDA is implemented efficiently. Head catalogers and library managers should continue to meet regularly to update every library staff. Furthermore, the Chief Cataloger of an institution should make a centralized online information readily available web page to guide cataloging staff on RDA requirements and procedures. Financial and moral support should also be given to staff to attend conferences, training and workshops on RDA changes.

RDA constitutes a change to the rules that catalogers have been following for many years and it embraces models that catalogers and librarian may not be familiar with. Junior catalogers or information professionals can ease the transition to RDA by understanding the reasons for the changes, theories and principles underlying it. Through workshops, discussions and one-to-one training, catalogers will learn that RDA is where functionality of catalogers as the creator of bibliographic records will expand and diversify. Furthermore, it will benefit the catalogers as well as librarians and libraries via organization image while serving the community as a whole. To meet the needs of the 21st century of digital phenomena, catalogers as well as medical librarians should maximize all the possible avenues and dynamic changes in librarianship to comply with rapid technological advances.

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## Human Rights Collection in the University of Malaya Library

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### Abstract

*This article is based on a preliminary study on the library's subject guide for "Human Rights" as one of the collection in the Law Library, University of Malaya. However, in this article the author covered the whole collection of the University of Malaya Library network consisting of a Central Library, three branch library and 13 special libraries. All the discussions of the article refer to the searching result from the online library catalog of the University of Malaya Library ([www.pendeta.um.edu.my](http://www.pendeta.um.edu.my)) and the electronic portal of the University of Malaya Library ([www.diglib.um.edu.my/interaktif/](http://www.diglib.um.edu.my/interaktif/)).*

**Keywords:** Human rights; University of Malaya Library; Special collection

### Introduction

According to the United Nations Commission on Human Rights (UNCHR), human rights are rights inherent to all human beings, whatever our nationality, place of residence, sex, national or ethnic origin, colour, religion, language, or any other status. We are all equally entitled to our human rights without discrimination. These rights are all interrelated, interdependent and indivisible.

Universal human rights are often expressed and guaranteed by law, in the forms of treaties, customary international law, general principles and other sources of international law. International human rights law lays down obligations of governments to act in certain ways or to refrain from certain acts in order to promote and protect human rights and fundamental freedoms of individuals or groups.

Briefly, the international human rights league was established in 1919 following the end of World War I. The League's goals included disarmament, preventing war through collective security, settling disputes between countries through negotiation and diplomacy, and improving global welfare. Enshrined in its charter was a mandate to promote many of the rights later included in the Universal Declaration of Human Rights.

In Malaysia, the Human Rights Commission of Malaysia (SUHAKAM) was established by Parliament under the Human Rights Commission of Malaysia Act 1999, Act 597. The Act was gazetted on 9 September 1999.

There are four function of SUHAKAM as the national human rights institution in Malaysia. Firstly, to promote awareness of and provide education relating to human rights. Secondly, to advise and assist Government in formulating legislation and procedures and recommend the necessary measures to be taken. Thirdly, to recommend to the Government with regards to subscription or accession of treaties and other international instruments in the field of human rights and lastly, to inquire into complaints regarding infringements of human rights.

### UM Library Collection

The human rights collection in the UM library is divided into two format namely electronic resources from online databases and printed format.

The screenshot shows a search results page for 'human rights'. At the top, there is a navigation bar with links: HOME, myDATABASES (0), myJOURNALS (0), myBOOKS (2), myWEBS (0), mySUBJECTS (8), and a user profile for SABARIAH BASIR. Below the navigation bar is a search bar with the text 'human rights' and a 'SEARCH' button. To the right of the search bar are links for 'Browse', 'DATABASES', 'eJOURNALS', 'eBOOKS', 'NEW BOOKS', and 'WEB RESOURCES'. The main content area is divided into two columns. The left column, titled 'Results Summary', shows '819 resources for "human rights"' and a breakdown: 77 eJournals, 615 eBooks, 122 New Books, and 5 Web resources. It also includes a 'Search UM-EBSCO Discovery Service for "human rights"' button. The right column, titled '77 eJournals', lists two journals: 1. Politics and Religion (POLIT RELIG) and 2. European Review (EUR REV). Each journal entry includes a cover image, ISSN, and a link to 'Add to myLibrary'.

Figure 1: Electronic resources for human rights  
([http://www.diglib.um.edu.my/interaktif/SQL-bin/search\\_main.asp](http://www.diglib.um.edu.my/interaktif/SQL-bin/search_main.asp))

There are 697 resources for “Human rights” in our electronic portal. Where most of them are electronic books (615 titles), the rest are electronic journals (77 titles). For the web resources, two of them are from international organization, Amnesty International and Derechos Human Rights. Another two are from independence non-profit organizations, Asia Pacific Forum of National Human Rights Institute and International Harm Reduction Association. Another one is the European Courts of Human Rights (ECHR) which contains searchable full text of the Rules of the Court and ECHR and its Protocol.

From the overall 77 titles of electronic journals, 35 titles are from databases specific to law and most are accessible from the *Hein Online* database.

Table 1: List of journal titles and databases for human rights specific to law.

No.	Journal Title	Database
1	ABA Human Rights	LexisMalaysia
2	African Human Rights Law Journal	Hein Online
3	Asia-Pacific Journal on Human Rights and the Law	Hein Online
4	Buffalo Human Rights Law Review	Hein Online/ Lexis/Westlaw
5	Canadian Human Rights Yearbook	Hein Online
6	Canadian Journal of Human Rights	Hein Online
7	Checklist of Human Rights	Hein Online
8	Columbia Human Rights Law Review	Hein Online/ Lexis/Westlaw
9	East African Journal of Human Rights & Democracy	Hein Online
10	Harvard Human Rights Journal	Hein Online/ Lexis/Westlaw
11	Human Rights	Hein Online
12	Human Rights & Globalization Law	Hein Online
13	Human Rights & Globalization Law Review	Lexis Malaysia
14	Human Rights & International Legal Discourse	Hein Online
15	Human Rights and Globalization Law Review	Westlaw
16	Human Rights Brief	Hein Online/ Lexis/Westlaw
17	Human Rights Case Digest	Hein Online
18	Human Rights Defender	Hein Online
19	Human Rights Law Review	Hein Online/ Westlaw/ Oxford UPJ
20	Human Rights Quarterly	Hein Online / JSTOR
21	Inter-American and European Human Rights Journal	Hein Online
22	Intercultural Human Rights Law Review	Hein Online/ Lexis/Westlaw
23	Interdisciplinary Journal of Human Rights Law	Hein Online/ Westlaw
24	International Human Rights Law Review	Hein Online
25	Law and Ethics of Human Rights	Westlaw
26	Netherlands Quarterly of Human Rights	Hein Online
27	New York Law School Journal of Human Rights	Hein Online/ Lexis/Westlaw
28	Northwestern University Journal of International Human Rights	Hein Online/ Lexis/Westlaw
29	Security and Human Rights	Hein Online
30	South African Human Rights Yearbook	Hein Online
31	South African Journal on Human Rights	Hein Online
32	Sur - International Journal on Human Rights	Hein Online
33	UCL Human Rights	Hein Online
34	Universal Human Rights	JSTOR
35	Yale Human Rights & Development Law Journal	Hein Online/ Lexis/Westlaw



As for printed format, UM Library have more than 2300 titles related to Human Rights where more than 2000 titles are in the form of books. The rest are in the form of continuous resources and visual materials.

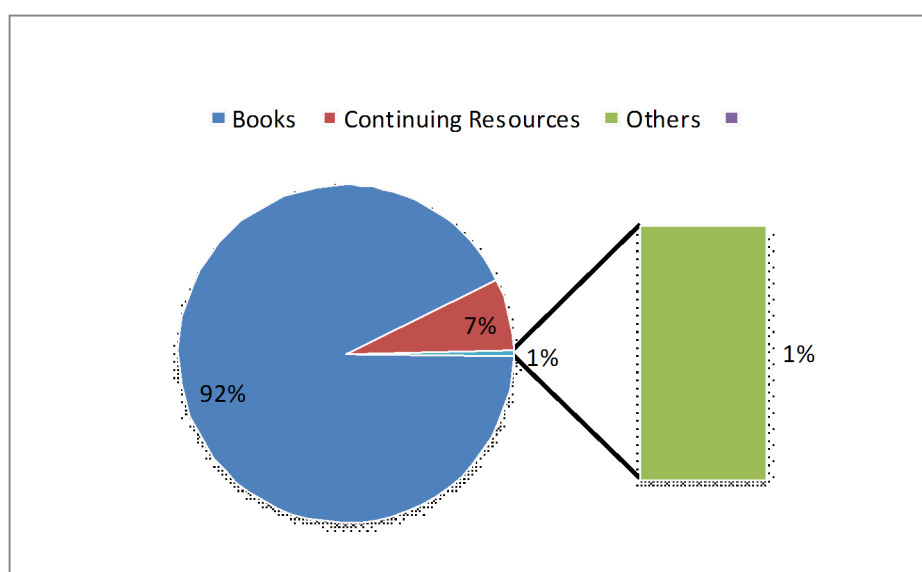


Figure 2 : Format of materials

In term of language, most of the printed format are in English. The other language available are Malay, Arabic, Indonesian, Chinese, French, German, Tamil, Urdu, Japanese, Norwegian and Thais.

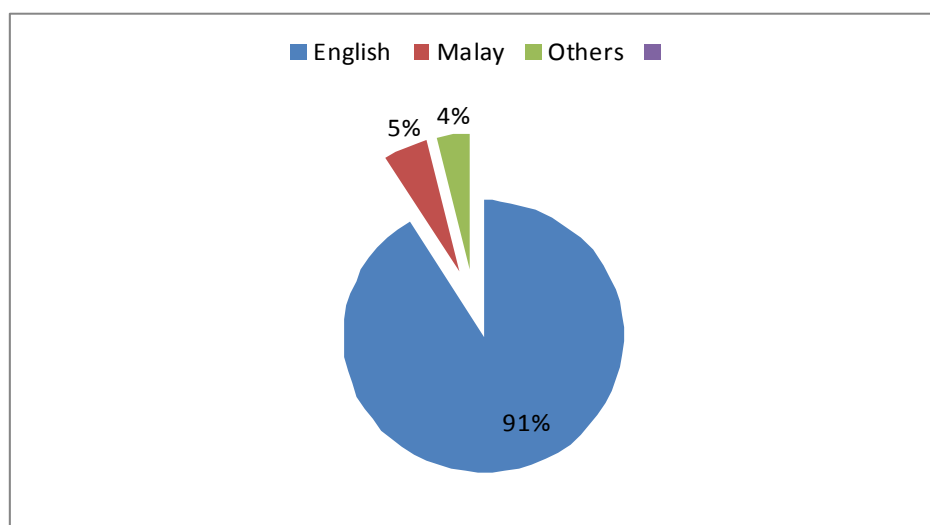


Figure 3 : Language

As for sources of the material, most are from the United Nation Centre for Human Rights, international conferences, Suruhanjaya Hak Asasi Manusia (SUHAKAM) and other government and non-government organizations around the globe.

The coverage of our collection consists of a wide range of human rights subject areas such as civil rights, children's rights, women's rights, crimes against humanity, freedom of religion, democracy, right to privacy, freedom of speech, indigenous peoples' rights and others. We also covered human rights issues from many countries including Europe, Asia, and Africa.

## Conclusion

As the only university in Malaysia who has the of Human Rights Research Group which was establish in 2013 by the Faculty of Law the development of the collection can hopefully increase in awareness to the signifcance of human rights within the society

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## **Koleksi Bahan Perundangan Malaysia di Perpustakaan Tan Sri Professor Ahmad Ibrahim dan Peranan Pustakawan**

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### **Pengenalan**

Perpustakaan Tan Sri Professor Ahmad Ibrahim merupakan satu pusat rujukan dalam pendidikan perundangan, bagi menyokong keperluan penyelidikan pelajar, ahli perundangan dan penyelidik ke arah pembelajaran sepanjang hayat. Perpustakaan ini sentiasa memastikan perkhidmatan dan sumber rujukannya adalah yang terbaik bagi meningkatkan penyebaran maklumat dan ilmu supaya dapat memberi perkhidmatan yang proaktif setimpal dengan kehendak pelanggan. Sebagai golongan profesional, pustakawan undang-undang seharusnya memahami jenis bahan perundangan terutamanya mengenai koleksi bahan perundangan Malaysia yang terdapat di perpustakaan ini. Pustakawan undang-undang hendaklah berkebolehan dalam mengurus maklumat perundangan untuk disalurkan kepada pengguna dan memahami kehendak pengguna pada masa kini. Pustakawan undang-undang juga seharusnya mempunyai kemahiran dalam mencari maklumat perundangan dari pelbagai sumber dan berkemampuan dalam mengenalpasti kesahihan maklumat yang diperolehi.

**Katakunci:** Koleksi bahan perundangan Malaysia; Sumber undang-undang; Pustakawan undang-undang

### **Pengenalan Kepada Maklumat Perundangan**

Mengikut Wu Min Aun (1981), definisi sumber undang-undang boleh dimaksudkan kepada beberapa perkara seperti di bawah:

- a. Sumber sejarah yang menunjukkan faktor kemajuan undang-undang tetapi tidak diiktiraf sebagai undang-undang. Sebagai contoh; amalan dan fahaman agama, adat resam dan pendapat ahli falsafah undang-undang.
- b. Sumber undang-undang yang diperolehi daripada statut, laporan undang-undang, buku teks dan keputusan mahkamah.
- c. Sumber undang-undang yang merupakan peraturan-peraturan undang-undang yang menjadikannya undang-undang.

Bahan rujukan undang-undang dikenali sebagai statut-statut (seperti akta, ordinan, enekmen dan sebagainya), laporan kes, buku-buku teks, jurnal undang-undang dan sebagainya. Sumber undang-undang berdasarkan undang-undang yang dirujuk/gunapakai ini lebih mudah difahami dan sesuai digunakan. Malahan dalam satu pertikaian undang-undang, mahkamah akan melihat sumber undang-undang berasaskan definisi ini dalam menentukan apakah undang-undang yang patut dirujuk.

## Sumber Undang-Undang Malaysia

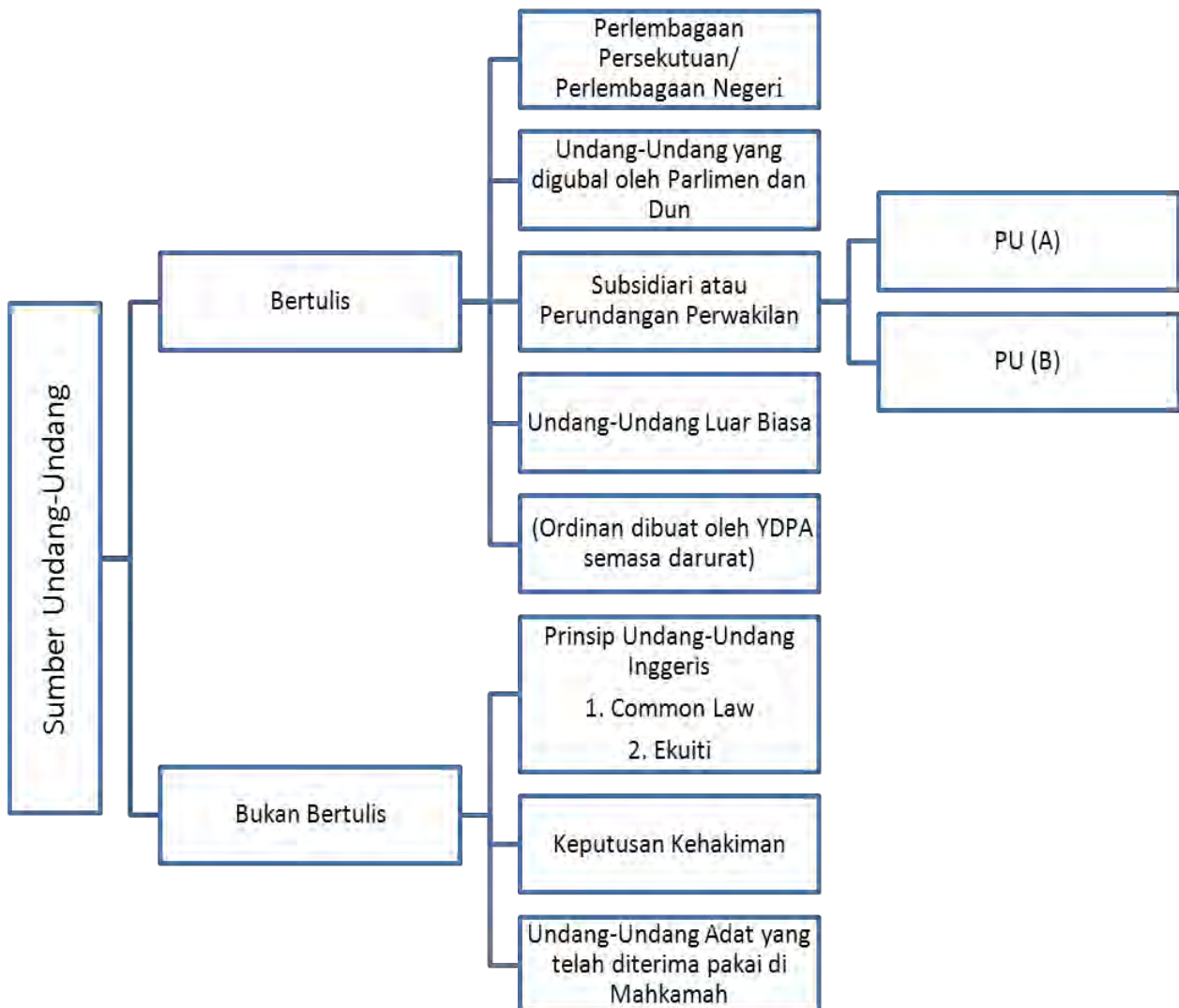
Sumber undang-undang secara umumnya terbahagi kepada dua iaitu undang-undang bertulis dan juga undang-undang tidak bertulis. Di Malaysia, sumber undang-undang utama ialah undang-undang bertulis yang mengandungi perkara-perkara berikut:

- Perlembagaan Persekutuan adalah undang-undang tertinggi di negara ini beserta perlembagaan ketiga belas negeri yang menjadi Persekutuan.
- Perundangan yang dibuat oleh Parlimen dan Dewan-Dewan Negeri mengikut kuasa yang diberikan oleh perlembagaan masing-masing
- Perundangan kecil atau yang dikuasakan diperbuat oleh seseorang atau badan-badan di bawah kuasa yang diberikan kepada mereka oleh Akta Parlimen atau enakmen Dewan-Dewan Negeri.

Manakala Undang-Undang tidak bertulis mengandungi perkara-perkara seperti berikut:

- Prinsip-prinsip undang-undang Inggeris yang dapat digunakan bagi keadaan tempatan.
- Keputusan kehakiman di mahkamah tertinggi seperti Mahkamah Tinggi, Mahkamah Persekutuan dan Jawatankuasa Kehakiman Majlis Privy
- Adat resam penduduk tempatan yang telah diterima sebagai undang-undang oleh mahkamah.

Rajah 1 menunjukkan aliran sumber undang-undang di Malaysia.

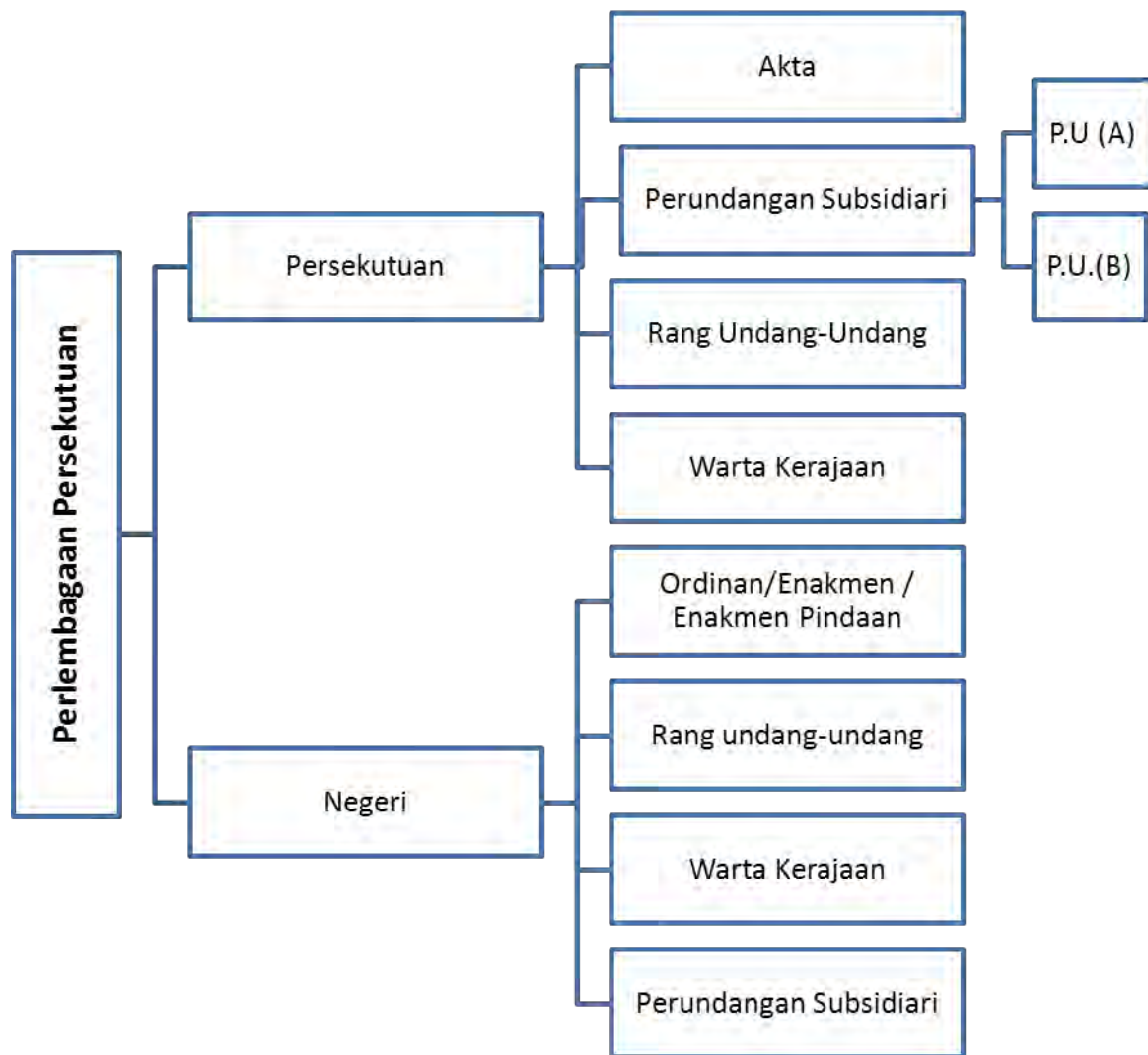


Rajah 1: Sumber Undang-Undang di Malaysia

Oleh itu, koleksi bahan perundangan Malaysia di Perpustakaan ini merangkumi semua susur galur sesuatu undang-undang bermula daripada rang undang-undang sehinggalah undang-undang yang digunakan. Ianya menjadi rujukan utama oleh pengguna perpustakaan ini.

### Perundangan Persekutuan

Ia adalah akta/statut yang merupakan undang-undang tertinggi di Malaysia. Terdapat pelbagai proses perundangan yang perlu dipelajari dan difahami oleh pelajar perundangan yang boleh didapati di Perpustakaan Tan Sri Ahmad Ibrahim, Antaranya ialah:



Rajah 2: Carta alir mengenai undang-undang Malaysia

#### i. Rang Undang-Undang

Merupakan draf awal bagi sesuatu cadangan Akta baru. Ianya mesti dipersetujui oleh Yang Di-Pertuan Agong (YDPA) sebelum menjadi satu Akta. Sesuatu rang undang-undang itu boleh dikemukakan permulaannya di mana-mana dewan (biasanya bermula di Dewan Rakyat) dan kemudian dibawa ke Dewan Negara. Ada juga rang undang-undang yang bermula di Dewan Negara. Setelah melalui peringkat bacaan ketiga, rang undang-undang itu hendaklah dibawa ke Dewan Rakyat. Rang Undang-undang Awam/Kerajaan (Public Bills) merupakan rang undang-undang yang paling kerap dan penting dikemukakan di Parlimen. Rang undang-undang ini adalah rang undang-undang yang melibatkan keseluruhan undang-undang yang berhubung dengan dasar awam dan ianya dikemukakan oleh kerajaan. Setelah melalui empat peringkat (bacaan pertama, bacaan kedua, perbincangan dalam

jawatankuasa dan bacaan ketiga) dan dipersetujui tanpa pindaan, barulah disembahkan kepada YDPA untuk persetujuan baginda dengan Cap Mohor Negara dan dihebahkan melalui Warta Kerajaan.

## ii. Warta Kerajaan / General Notification (G.N)

Merupakan penerbitan rasmi kerajaan bagi memaklumkan akta tambahan, tambahan Perundangan A (peristiharan diraja, perintah, kaedah, peraturan, dan undang-undang kecil) dan juga Perundangan B (kesemua perundangan kecil selain dari apa yang diterbitkan di dalam Tambahan Perundangan A) serta tambahan rang undang-undang yang telah diluluskan dan apa jua pemberitahuan oleh Kerajaan untuk pengetahuan umum. Penerbitan diadakan dua minggu sekali pada setiap hari Khamis dan diterbitkan oleh Percetakan Nasional Malaysia Berhad.

## iii. Akta-Akta

*Akta Parlimen*: Bermula tahun 1959 sehingga 16 September 1967.

*Akta (Siri Undang-Undang Malaysia)*: Sejak dari tahun 1968 dan bermula dengan Akta Penyemakan Undang-Undang 1968 : Akta 1. Dikenali sebagai *Laws of Malaysia* dan mempunyai dua cetakan iaitu tahun 1999 dan 2006. Jenis akta adalah seperti berikut: Pindaan (*Amending*), Cetakan Semula (*Reprint*), Penyatuan (*Consolidated*), Ganti (*Revised*) dan Mansuh (*Repealed*).

## iv. Akta Pindaan

Ianya merupakan akta yang meminda akta prinsipal. Segala pengemaskinian akta akan ditanda sebagai "AA" yang bermaksud *Amending Act*. Sebagai contoh: *AA1371 Energy Commision (Amendment Act 2010)*.

## v. Perundangan Subsidiari

Bermula dari tahun 1949 hingga 1969 dan dikenali sebagai "Pemberitahuan Undang-Undang (*Legal Notification*)". Selepas 1969, dikategorikan kepada P.U (A) dan P.U. (B).

### a. P.U.(A)

Mengandungi semua Peristiharan Diraja (Proclamation), Kaedah (Regulations), Peraturan (Rule), Perintah (Order) dan Undang-Undang Kecil (by-law)

*Contoh: Peraturan-Peraturan* Insurans 1996

**Kaedah-Kaedah** Cukai Pendapatan (Potongan Bagi Kos Pengangkutan 1985)

### b. P.U.(B)

Mengandungi semua perundangan kecil selain dari apa yang perlu diwartakan dalam P.U.(A)

*Contoh: Perlantikan Pegawai Undang-Undang*

Perlantikan ahli sesuatu lembaga dan Institusi

## Perundangan Negeri

Ia bermaksud mana-mana undang-undang sedia ada berhubungan dengan sesuatu perkara mengenai badan perundangan sebuah negeri yang mempunyai kuasa membuat undang-undang, iaitu undang-undang yang diteruskan kuatkuasanya di bawah Bahagian X11 dan sesuatu undang-undang yang dibuat oleh badan perundangan sebuah negeri melalui Dewan Undangan Negeri (DUN).



**i. Undang-Undang Tubuh Negeri**

Mengandungi perkara penubuhan negeri dan ianya tidak bercanggah dengan Perlembagaan Persekutuan.

**ii. Ordinan**

Sebarang undang-undang yang digubal, dipinda, dan dibahas oleh DUN di negeri-negeri Semenanjung, Sarawak, dan Sabah sebelum kemerdekaan.

**iii. Enakmen**

Sebarang undang-undang yang digubal, dipinda dan dibahas oleh DUN di negeri-negeri Semenanjung dan Sabah selepas kemerdekaan.

**iv. Enakmen Pindaan**

Undang-undang yang meminda Enakmen tersebut.

**v. Rang Undang-Undang**

Undang-undang yang belum diluluskan dan diperkenan oleh Raja.

**vi. Perundangan Subsidiari (P.U)**

Perisytiharan, peraturan, perintah, pemberitahuan dan lain-lain. Contoh: Negeri Melaka : M.P.U.

**vii. General Notification (GN) / Warta Kerajaan**

Maklumat mengenai perkara yang dikehendaki untuk disiarkan dalam Warta.

Jadual 1: Koleksi Bahan Perundangan Malaysia yang terdapat di Tingkat Bawah, Perpustakaan Tan Sri Professor Ahmad Ibrahim

Bil	Jenis-Jenis Bahan Perundangan Persekutuan
1	<i>Rang Undang-Undang</i>
2	<i>Warta Kerajaan / General Notification (G.N):</i>
3	<i>Akta-Akta</i>
4	<i>Akta Pindaan</i>
5	<i>Perundangan Subsidiari</i>
Bil	Jenis-Jenis Bahan Perundangan Negeri
1	<i>Undang-Undang Tubuh Negeri</i>
2	Rang Undang-Undang
3	<i>Ordinan/ Enakmen/Enakmen Pindaan</i>
4	Perundangan Subsidiari
5	Warta Kerajaan

### Cabaran dan peranan pustakawan dalam bidang perundangan

Tugas pustakawan undang-undang adalah agak mencabar kerana di dalam menyampaikan maklumat kepada pengguna, mereka harus mengetahui tentang sistem perundangan Malaysia dan sumber perundangan yang terdapat di Perpustakaan ini. Pustakawan haruslah menyiapkan diri dengan pengetahuan asas dan mempunyai kemahiran methodology dalam penyelidikan undang-undang. Amat penting bagi pustakawan perundangan mengetahui dan menilai maklumat yang diberikan itu adalah sah dan tepat.

Pustakawan undang-undang berperanan dalam menerangkan kepada pelajar bagaimana sesuatu proses perundangan itu berlaku dan menerangkan serba sedikit mengenai sistem undang-undang di Malaysia. Oleh itu, pustakawan undang-undang haruslah menyiapkan diri dengan kemahiran tertentu dalam memastikan matlamat organisasi tercapai. Malahan ianya dapat mempromosikan peranan seseorang pustakawan undang-undang menjadi lebih sebagai relevan di masa kini.

Ada di antara pengguna perpustakaan yang terdiri daripada pelajar mengalami kesukaran ketika mencari maklumat perundangan. Oleh itu, pustakawan undang-undang haruslah bergerak aktif dalam membantu dan seharusnya mempunyai kemahiran dalam mencari maklumat perundangan dari berbagai sumber yang terdapat di Perpustakaan ini. Pustakawan undang-undang yang berkaliber dan berkemahiran dapat membantu pengguna terutamanya pelajar dalam menjimatkan masa dan mengelak kesilapan ketika proses pencarian bahan dilakukan. Pustakawan dapat memberi panduan dan tunjuk ajar bagi mendapatkan bahan yang sah sumbernya dan ini sekaligus dapat menambah nilai kepada maklumat yang diperolehi tersebut.

### Kesimpulan

Dengan adanya kemudahan Internet, maklumat perundangan kini semakin mudah diakses. Oleh itu pustakawan undang-undang perlu bertanggungjawab dan bergiat aktif dalam membuat saringan dan penilaian kepada semua sumber perundangan samada dalam bentuk bercetak mahupun elektronik sebelum maklumat ini sesuai untuk dilangani atau sebaliknya.

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## Perkhidmatan Media di Perpustakaan Universiti Malaya

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### Abstract

*The University of Malaya Library's Media Unit is responsible in managing its audio visual collection. It provides information resources for teaching and learning to the student, academic and researcher communities within the campus. In line with the current development in information needs, the Media Unit is improving on its collection and services. Its future planning has been laid out to go beyond the current state of the unit.*

### Abstrak

Unit Media Perpustakaan Universiti Malaya merupakan sebuah unit yang menempatkan pelbagai koleksi audio visual yang terdapat di Perpustakaan Universiti Malaya. Ianya menyediakan sumber maklumat yang boleh membantu pengguna untuk meningkatkan bidang pengajaran dan pembelajaran. Selaras dengan perkembangan semasa, Unit Media akan ditambahbaik bukan sahaja dari segi koleksi, malah dari segi perkhidmatan yang ditawarkan. Di samping itu, pelbagai perancangan masa hadapan dicadangkan untuk meningkatkan lagi penggunaan koleksi Media di Perpustakaan Universiti Malaya.

**Katakunci:** Perpustakaan Universiti Malaya; Koleksi audio visual; Unit media; Perkhidmatan perpustakaan; Pembangunan koleksi

### Pengenalan

Unit Media Perpustakaan Universiti Malaya (PUM) terletak di aras 4, Perpustakaan Utama. Koleksi ini mengandungi lebih daripada 11,000 judul bahan audio visual termasuk filem, dokumentari dan animasi filem dan muzik. Perkhidmatan yang ditawarkan terbuka kepada semua pengguna PUM yang berdaftar.

### Latar Belakang

Koleksi media adalah koleksi yang mengandungi bahan bukan bercetak seperti cakera padat, kaset, DVD, VCD, Blu-ray, piring hitam dan sebagainya. Koleksi ini tidak kurang pentingnya jika dibandingkan dengan bahan bercetak dan ianya merupakan alternatif untuk mendapatkan maklumat dan ilmu pengetahuan. Begitu juga dengan koleksi Media yang terdapat di PUM yang dapat membantu proses pengajaran dan pembelajaran. Koleksi Media atau pada mulanya dikenali sebagai Jabatan Audio bermula dengan percambahan idea oleh Naib Canselor yang pertama iaitu Profesor DiRaja Ungku Aziz. Ianya bermula pada tahun 1977 sebagai unit yang membantu pelajar dan staf untuk aktiviti pengajaran dan pembelajaran di samping digunakan untuk pelajar Kelainan Upaya untuk mendapatkan maklumat berkaitan pembelajaran mereka. Selain daripada itu, Jabatan Audio pada waktu itu adalah sebagai 'bantuan' kepada Koleksi Kebangsaan di Perpustakaan bagi menyimpan khazanah negara dalam bentuk muzik dan tradisi lisan. Selaras dengan perkembangan semasa, koleksi ini berkembang dengan bertambahnya koleksi dalam pelbagai format.

Misi Unit Media adalah untuk menyediakan sumber maklumat komprehensif yang merangkumi semua bidang pengajaran dan menawarkan perkhidmatan serta kemudahan yang berkualiti untuk memenuhi keperluan penyelidikan, pengajaran dan pembelajaran. Objektif yang ditetapkan adalah:

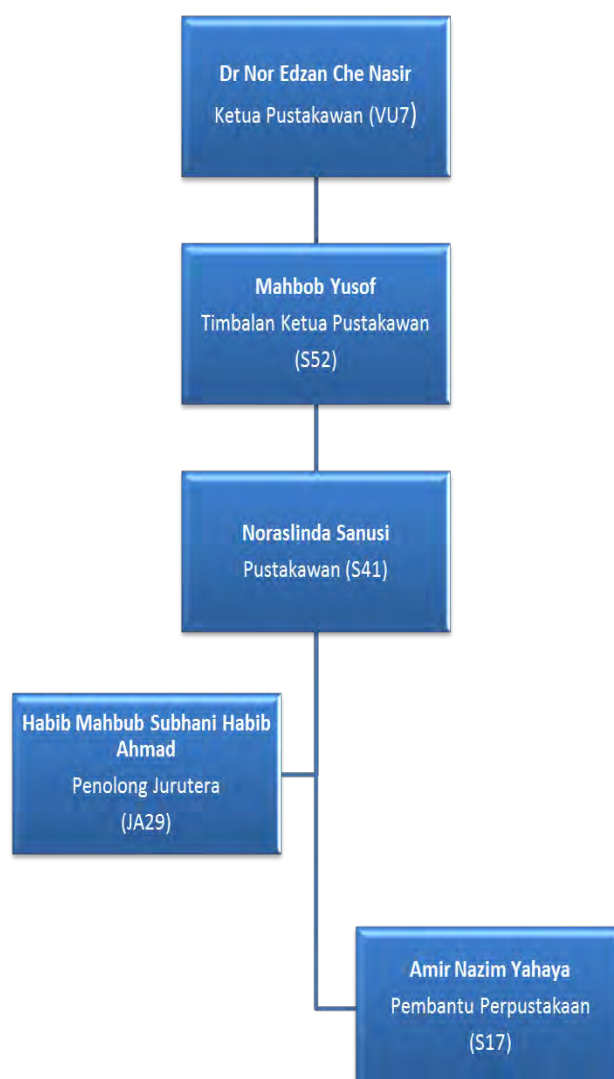
- a. Membangun dan mengurus audio visual terkini.
- b. Mempromosi bahan koleksi media.
- c. Menyedia peralatan dan kemudahan media terkini.
- d. Menyedia bahan audio visual sebagai bahan rujukan dalam pengajaran, pembelajaran dan penyelidikan.



Rajah 1: Pandangan ruang pengguna dan pejabat pengurusan Unit Media

### **Pengurusan Unit Media**

Unit Media PUM terletak di bawah pentadbiran Pejabat Ketua Pustakawan yang dinaungi oleh Ketua Pustakawan dan Timbalan Ketua Pustakawan. Di samping itu terdapat seorang Pustakawan yang dipertanggungjawabkan dalam menguruskan Unit Media, seperti mengkatalog bahan multimedia yang terdapat di Unit Media, mengurus penambahbaikan yang diperlukan di Unit Media seperti menaiktaraf bilik tayangan serta membeli peralatan yang baru serta pengurusan staf. Unit Media juga mempunyai seorang Penolong Jurutera yang dipertanggungjawabkan di dalam urusan pendigitisan bahan media, seperti penukaran format VHS atau kaset kepada format digital, penyelenggaraan bahan media serta peralatan media. Bagi urusan sirkulasi pula, Unit Media mempunyai seorang Pembantu Perpustakaan yang akan memastikan urusan sirkulasi di Unit Media berjalan lancar.



Rajah 2 : Carta organisasi Unit Media

### Koleksi Unit Media

Unit Media PUM mempunyai pelbagai koleksi yang boleh dimanfaatkan oleh pengguna antaranya *Digital Video Disc* (DVD) merupakan sejenis format media storan cakera optik yang popular. Kebanyakan DVD sama dimensinya dengan cakera padat (CD) tetapi ia boleh menyimpan data berkali ganda lebih banyak berbanding CD. Koleksi DVD yang terdapat di Unit Media ini merangkumi pelbagai genre filem dan muzik. Di samping itu, koleksi Unit Media juga merangkumi koleksi yang berbentuk *Blu-Ray Disc*, *Compact Disc* (CD), pita video (VHS), pita audio (kaset), pita audio digital (DAT) serta piring hitam (*Vinyl Record*) daripada pelbagai jenis muzik dan lagu seperti muzik klasik barat, muzik rakyat, lagu-lagu Melayu dan luar negara. Antara koleksi muzik dan lagu-lagu tradisional Melayu yang terdapat dalam koleksi adalah koleksi Orkes Seri Maharani Ghazal, Orkes Hamzah Dolmat serta Orkes Keroncong Maroeti. Bagi memenuhi keperluan pengguna, pihak Perpustakaan sentiasa berusaha untuk menambah koleksi dari pelbagai bidang yang dapat membantu pengguna dalam urusan pengajaran dan pembelajaran. Judul bahan yang terdapat di koleksi Unit Media boleh didapati dengan melayari katalog PUM ([www.pendeta.um.edu.my](http://www.pendeta.um.edu.my))



Rajah 3 : Alat pemain piring hitam antara kelengkapan yang disediakan oleh Unit Media



Rajah 4 : Sebahagian dari koleksi piring hitam (*Vinyl Record*) yang terdapat di Unit Media

### Kemudahan di Unit Media

Terdapat beberapa kemudahan yang disediakan oleh Unit Media:

#### a. Auditorium Karyawan

Auditorium ini boleh memuatkan sehingga 60 orang pada satu masa dan dilengkapi dengan sebuah komputer, projektor dan layar. Ianya adalah untuk kegunaan staf dan pelajar UM yang berdaftar sebagai ahli Perpustakaan untuk mengadakan seminar, perbincangan serta menonton tayangan bahan multimedia yang terdapat di dalam koleksi Perpustakaan. Di samping itu, Auditorium Karyawan juga telah digunakan untuk peristiwa penting seperti bicara pantun oleh Professor DiRaja Ungku Aziz, *An Afternoon of Poetry* by Mr. Amit Dahiyabadshah, dari Delhi Poetree, India dan beberapa aktiviti perpustakaan.





Rajah 5 : Auditorium Karyawan.

b. Bilik tayangan

Bilik ini dilengkapi dengan set sofa serta *Smart TV* untuk kegunaan staf dan pelajar dan boleh memuatkan sehingga 15 orang.



Rajah 6 : Bilik tayangan

c. Set komputer *iMac*

Unit media juga menyediakan beberapa set *iMac* bagi kegunaan staf dan pelajar. Selain itu, terdapat peralatan yang boleh digunakan di Unit Media, antaranya pemain cakera Blu-Ray, pemain CD, pemain DVD, fon kepala, dan pemain VHS. Terdapat 4 buah set komputer *iMac* yang boleh digunakan untuk menonton DVD yang terdapat di dalam koleksi Media Perpustakaan. Dengan penggunaan *iMac*, pengguna akan menikmati visual yang berkualiti tinggi.



Rajah 7 : Komputer iMac di ruangan pengguna

Buat masa ini semua bahan di dalam koleksi media hanya boleh dipinjam di dalam Perpustakaan sahaja dan masa perkhidmatannya adalah seperti berikut:

Isnin-Khamis : 8.30 pagi– 5.30 petang

Jumaat : 8.30 pagi—12.15 petang  
2.45 petang – 5.30 petang

Sabtu, Ahad dan cuti umum : Tutup

### Perancangan Masa Hadapan

Keperluan pengguna terhadap bahan tidak bercetak sentiasa ada walaupun tidaklah serancak sebelum kemunculan teknologi maklumat yang meluas seperti hari ini. Oleh demikian, bagi memastikan kelangsungan penggunaan bahan jenis ini, beberapa perancangan telah disediakan bagi mencapai matlamat tersebut.

### Penyelidikan Teknologi Peralatan Media

Penyelidikan terhadap teknologi peralatan terbaru dalam bidang media adalah penting bagi memastikan Unit Media sentiasa di hadapan dalam menyediakan perkhidmatannya kepada pengguna. Menerusi penyelidikan, Unit Media akan mengalami proses penambahbaikan secara berterusan. Aspek ini dapat memberi maklumat tentang apa yang terkini dan kesesuaian sesuatu teknologi untuk diperkenalkan kepada pengguna. Teknologi ini tidak semestinya sebuah peralatan baru, tetapi lebih kepada inovasi kepada teknologi sedia ada seperti penggunaan *Smart TV*, *HD Player*, *Wireless Speaker*, *E-Reader*, *XBOX*, *PS4*, *Chromecast*, *3D Printer*, *Google Glass* dan *Microsoft HoloLens*. Walaupun kebanyakan teknologi ini masih lagi di tahap eksperimental dan berkos tinggi namun Unit Media PUM melihatnya berpotensi untuk disediakan kepada pengguna nanti. Kos yang tinggi tidak memungkinkan untuk mendapatkan teknologi dalam kuantiti yang banyak. Jumlah yang kecil sudah memadai kerana apa yang penting ini adalah para pelajar dan pengguna Perpustakaan mempunyai pengalaman dan pendedahan dalam menggunakan teknologi tersebut. Ini seterusnya dapat menyediakan pengguna Perpustakaan terkehadapan dalam penggunaan teknologi media terkini.

## Penyelidikan Teknologi Web

Penyelidikan terhadap kemampuan teknologi web dalam penyampaian kandungan media turut ditiitikberatkan. Teknologi web kini telah begitu maju dalam penyampaian kandungan. Bermula dari bahan berformat teks, audio, dan imej bersaiz kecil, kini teknologi web mampu menyampaikan bahan dalam format video dan audio bersaiz besar dalam kelajuan yang amat pantas kepada pengguna. Dengan perkembangan pesat teknologi web 2.0, pelbagai kemungkinan mampu dilakukan dalam penyampaian kandungan. *Youtube, Metacafe, Vimeo, Spotify, Pandora, Shoutcast* adalah antara platform yang boleh digunakan oleh Unit Media selain sistem video dan audio *streaming* komersil yang terdapat di pasaran sebagai alternatif. Capaian fleksibel teknologi web merupakan satu kelebihan. Unit Media mampu menyediakan perkhidmatannya di luar premis fizikal dan masa pembukaan.

## Pembangunan Koleksi Media Secara Proaktif

Pembangunan koleksi media PUM akan dipergiatkan dengan pemilihan judul-judul terbaru berdasarkan kursus-kursus yang ditawarkan oleh fakulti. Selain koleksi berdasarkan kursus fakulti, perolehan bahan bercorak hiburan seperti filem dan muzik terkini giat dilakukan bagi menyediakan pengguna dengan kandungan yang dapat mengisi masa lapang mereka. Usaha ini mampu menjadikan Unit Media sebagai kunjungan pengguna apabila ingin beristirehat setelah mengulangkaji atau tempat dituju pada waktu terluang.

Selain membangunkan koleksi menerusi perolehan biasa, Unit Media melihat potensi sumber luar yang terdapat di sekitar kampus untuk dijadikan sebagai koleksi. Sebagai contoh, syarahan dan ceramah daripada pensyarah, aktiviti pelajar sekitar kampus atau mungkin di luar kampus. Tidak dinafikan PUM ada menerima rakaman audio visual peristiwa-peristiwa berikut daripada PTJ, fakulti atau dari luar, namun begitu jumlahnya tidak sama sekiranya Unit Media melakukan tindakan proaktif untuk mencari dan merakam peristiwa itu sendiri. Bagi merealisasikan perkara ini, keperluan terhadap latihan dan tenaga kerja Unit Media sedang dirancang.

## Naiktaraf Ruangan Media

Unit Media turut merancang untuk menaiktaraf ruangan sedia ada. Ini wajar dilakukan bagi memberi imej baru kepada Unit Media dan sebagai tarikan kepada pengguna. Rekabentuk dalaman yang menarik mampu menjadi perangsang kepada pengguna untuk datang kerana generasi hari ini lebih mudah untuk menerima sesuatu yang baru, canggih, futuristik dan berkonsep digital. Pada waktu ini penambahbaikan telah dilakukan dengan menempatkan sofa dan *smart tv* di dalam bilik tayangan untuk kegunaan pengguna. Oleh yang demikian, perancangan naiktaraf ini adalah antara agenda utama Unit Media dalam penambahbaikan kemudahannya kepada pengguna.

## Promosi Koleksi Media Menerusi Sosial Media

Unit Media Perpustakaan selama ini giat dalam mempromosikan koleksinya. Promosi perkhidmatan menerusi penyediaan bunting, poster dan makluman koleksi terbaru kepada warga kampus menerusi emel UMINFO telah dilakukan. Namun kadar penggunaan koleksi media yang agak rendah masih dihadapi oleh Unit Media. Perkara ini mungkin disebabkan capaian maklumat tersebut mungkin tidak efektif dan tidak sampai kepada sasaran. Oleh yang demikian, Unit Media merancang untuk lebih agresif melakukan promosi koleksinya menerusi medium web seperti sosial media terutamanya Facebook. Pendekatan ini dilihat lebih menjanjikan kerana Facebook PUM mempunyai kadar kunjungan dan "Like" yang tinggi. Oleh yang demikian, Facebook boleh digunakan oleh Unit Media untuk mempromosikan koleksinya. Walau bagaimanapun medium untuk mempromosikan koleksi media tidak terhad kepada Facebook. Unit Media akan cuba mengkaji potensi aplikasi sosial media lain untuk tujuan tersebut.

## Penutup

Sebagaimana unit atau bahagian lain, Unit Media PUM akan cuba untuk terus memperbaiki perkhidmatannya kepada pengguna. Koleksi audio visual seperti mana yang diuruskan oleh Unit Media sentiasa mempunyai penggunaanya tersendiri. Koleksi ini tidak kurang pentingnya berbanding sumber cetak. Koleksi ini mampu memberikan apa yang tidak dapat diberikan oleh bahan seperti buku. Oleh yang demikian adalah menjadi tanggungjawab Unit ini untuk sedaya-upaya menyediakan perkhidmatan tersebut sebagaimana yang perlukan oleh pengguna semasa. Pembangunan koleksi yang begitu sensitif kepada keperluan pengguna, kemudahan dan kelengkapan media terkini dan usaha agresif untuk mempromosikan koleksi dilihat sebagai faktor yang mampu menarik lebih ramai pengguna untuk mengguna, merujuk dan memanfaatkan koleksi audio visual PUM. Hal ini seterusnya akan dapat meletakkan koleksi audio visual PUM sebagai antara yang terbaik di kalangan perpustakaan akademik di Malaysia.

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## Peranan Pustakawan Dalam Merealisasikan Universiti Penyelidikan

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### Abstract

*Librarians play a more important role in the era of globalization where all writings and research done by scientists and academics, are compiled using the latest technology. The library consists of online resources that requires the expertise of librarians in procuring research processes that also require of accurate information sources from within and abroad. It shows that librarians have a strong role and impact in the economic performance to achieve and realize the nation's desire in procuring numerous academicians par excellence.*

### Abstrak

Pustakawan memainkan peranan yang lebih penting di dalam era globalisasi kini di mana kesemua karya penulisan dan penyelidikan para ilmuwan telah disusun atur dengan menggunakan teknologi terkini. Perpustakaan yang terdiri daripada sistem atas talian memerlukan kepakaran dari pustakawan dalam membantu proses penyelidikan yang memerlukan sumber maklumat yang tepat dari dalam dan luar negara. Ini menunjukkan bahawa pustakawan memberi impak yang besar terhadap penjana ekonomi negara dalam mencapai dan merealisasikan impian kerajaan untuk menjadi negara yang dipenuhi dengan para akademik yang bertaraf tinggi.

**Keywords :** Academic library; Research university; Librarians; Research teaching and learning

### Pengenalan

Institut pengajian tinggi (IPT) merupakan sumbangan yang paling signifikan kepada kemajuan sosioekonomi negara dan pembangunan modal insan. Institut pengajian tinggi awam (IPTA) dan Institut pengajian tinggi swasta (IPTS) semakin berkembang dengan pesatnya dengan bilangan pelajar yang semakin meningkat dan pelbagai program pengajian yang ditawarkan. Seajar dengan cabaran era globalisasi, IPT perlu berdaya saing dan berdaya tahan supaya dapat menyenaraikan dan meletakkan nama di antara universiti terbaik dunia. Oleh itu, pelbagai usaha telah dijalankan kerajaan dalam meningkatkan keupayaan IPT dengan lebih sistematik, telus dan berkesan ke arah mewujudkan sistem pengajian tinggi yang cemerlang. Antaranya, satu atau dua buah universiti APEX atau Program Pemacuan Untuk Kecemerlangan daripada kalangan IPT akan dibentuk dalam tempoh terdekat. Sehingga kini, Universiti Sains Malaysia (USM) adalah satu-satunya universiti APEX yang memenuhi kriteria yang diperlukan. Menjelang tahun 2020, sekurang-kurangnya tiga IPT diiktiraf di antara 100 universiti dan satu di antara 50 universiti terkemuka di dunia. Di samping itu, menteri Pengajian Tinggi ketika itu, Datuk Seri Mohamed Khaled Nordin telah meletakkan syarat bahawa IPTA mempunyai sekurang-kurangnya 75% tenaga akademik yang mempunyai kelulusan Doktor Falsafah (PhD) dan semua IPTA diberi kuasa autonomi apabila mencapai sasaran penjana yang ditetapkan.

Matlamat utama pewujudan sesebuah universiti penyelidikan atau research University (RU) yang berkonsepkan persaingan yang rancak dalam segenap aspek kehidupan adalah untuk menghasilkan pakar dalam bidang inovasi bertaraf kelas dunia dan membuahkan bakal pemenang Hadiah Nobel yang berprestij. Hal ini sekaligus menjana ekonomi dalam negara dengan kepakaran tempatan tanpa bantuan kepakaran dari luar negara. Oleh itu, RU akan menarik pasca siswazah yang bermutu, memperoleh dana penyelidikan dari sektor industri serta mengimbas pakar terbaik bagi pengajaran dan penyelidikan

(Samad, 2004). Pelaburan yang tinggi dan tenaga yang terlatih merupakan usaha yang tidak ternilai untuk merealisasikan sesebuah RU. Antara universiti yang memenuhi syarat kelayakan dan kriteria RU adalah seperti Universiti Malaya (UM), Universiti Sains Malaysia (USM), Universiti Kebangsaan Malaysia (UKM), Universiti Putra Malaysia (UPM) dan Universiti Teknologi Malaysia (UTM). Penyelidikan yang dijalankan oleh ahli-ahli akademik di sesebuah universiti memainkan peranan yang penting dalam mencipta ilmu yang baru untuk dipraktik dan ditambahbaik lagi terutama ilmu perniagaan, pertanian, perubatan, syariah dan sebagainya yang merupakan tulang belakang kehidupan seharian. RU perlu mempunyai sasaran dalam mencapai kecemerlangan ilmu pada tahap yang maksimum bagi menghasilkan generasi pelajar yang terbaik untuk menjayakan dan mengekalkan kecemerlangan universiti dalam bidang pembangunan ilmu untuk kehidupan dan peradaban.

Sesebuah RU juga perlu mempunyai sistem penilaian dan pemantauan mantap bagi membolehkan segala kepakaran dan pengalaman boleh diterima pakai dalam pelbagai bentuk penyelidikan. Sistem yang baik perlu diberi penekanan adalah potensi penyelidikan untuk kesejahteraan masyarakat dan pembangunan negara, kesediaan sumber manusia pakar yang dapat menjalankan penyelidikan yang berkualiti, sokongan infrastruktur, kewangan dan pengurusan yang bersesuaian serta penghasilan output penyelidikan yang ditetapkan iaitu penerbitan ilmiah, pelajar pascasiswazah serta inovasi penyelidikan.

Untuk menjayakan peranan RU, sistem sokongan pelbagai pihak, terutama agensi berkepentingan di peringkat kerajaan yang mengawal pengambilan sumber manusia dan sokongan kewangan perlu diberi perhatian. University of Kyoto telah membina budaya penyelidikan dan kecemerlangan sekian lama dan kini mereka mula memikirkan untuk menjadi peneraju penyelidikan menggunakan konsep 'Pusat Kecemerlangan Penyelidikan Global' (Berita Harian, 2010).

### Objektif kajian

- 1) Meningkatkan ilmu pustakawan setaraf dengan memenuhi kehendak dan tuntutan penyelidik masa kini dimana pustakawan perlu mempunyai kecintaan yang tinggi terhadap ilmu dimana penguasaan ICT dalam profesion amat penting
- 2) Menambahkan kemahiran dalam bidang bibliometrik bagi memastikan maklumat diterima dan dimanfaatkan sepenuhnya oleh para penyelidik
- 3) Mewujudkan sistem perpustakaan yang mempunyai pustakawan yang bersiap sedia dalam menghadapi cabaran daripada pakar akademik

### Peranan pustakawan

Bagi merealisasikan konsep sebuah universiti penyelidikan, infrastruktur-infrastruktur perlu diwujudkan bagi mendukung penubuhannya. Salah satunya adalah universiti penyelidikan harus mempunyai peralatan terbaik yang berfungsi, kemudahan fizikal yang berpiawai termasuk juga kemudahan perpustakaan. Simon Bains yang merupakan ketua penyelidikan perkhidmatan dan pemangku ketua pustakawan di Manchester University berkata "perpustakaan adalah pusat perkembangan perkhidmatan dalam bidang penyelidikan-terutamanya untuk penyelidik dan orang yang berminat. Selain mempunyai kemudahan sumber maklumat yang memenuhi tuntutan penyelidik, universiti penyelidikan juga harus mempunyai pustakawan yang terlatih.

Pustakawan merupakan sumber daya manusia yang memainkan peranan dalam mengolah perpustakaan. Peranan pustakawan yang terdahulu lebih menjurus kepada membimbing, mengajar dan menghubungkan maklumat kepada pengguna dengan menggunakan bahan cetakan. Kini pada abad ke-21, peranan pustakawan semakin meluas dan memerlukan kreativiti tinggi untuk disalurkan dengan pelbagai pendekatan. Pustakawan perlu mempunyai *multi-task* seperti *soft skill* dan *hard skill* kerana ini akan menentukan kemampuan berfikir dengan penuh kewibawaan, wawasan masa depan, kemampuan perencanaan strate-



gi, kemampuan komunikasi yang baik dan kemampuan merumus dengan bijak. Pustakawan perlu bijak menggunakan peluang yang sebaiknya dalam perkembangan teknologi tempatan dan nasional. Pustakawan perlu menyediakan dan mengembangkan koleksi sumber maklumat yang relevan dengan kehendak pengguna, mutakhir, komprehensif dan mengikuti perkembangan penerbitan bukan hanya untuk persediaan menghadapi penyelidik malah untuk meningkatkan pengetahuan pustakawan itu sendiri. Peranan pustakawan pada abad globalisasi ini adalah seperti yang tertera di Jadual 1.

Jadual 1 : Peranan pustakawan (Ramos, 2007)

PERANAN	HURAIAN
1) Penyumbang maklumat ( <i>Information broker</i> ) kepada bahan bacaan cetakan dan media elektronik	Mengenal pasti, memulihkan, mengorganisasi, menyusun dan menyediakan pengaksesan elektronik kepada sumber maklumat digital
2) Agen perubahan ( <i>Change agent</i> ) peneraju aplikasi teknologi	Melibatkan diri dengan perkhidmatan yang menggunakan jalur lebar untuk mereka dan menilai sistem yang akan memudahkan e-akses
3) Fasilitator ( <i>Facilitator</i> )	Pustakawan akan mempercepatkan dan memudahkan pengaksesan rangkaian, pembelian perisian dan lesen e-jurnal.
4) Pendidik ( <i>Educator</i> )	Melatih ahli akademik dalam penggunaan Internet seperti alatan, katalog, jurnal elektronik, <i>web-based instruction</i> dan <i>online tutorials</i> .
5) Orang yang membawa pembaharuan/pereka laman dan pengurus ( <i>Innovator/website designer/manager</i> )	Mereka laman perpustakaan dan mencari serta menilai sumber maklumat untuk dihubungkan kepada jaringan dan perkhidmatan perpustakaan pada laman sesawang.
6) Pengurus pangkalan data ( <i>Database manager</i> )	Mencetak bibliografi tidak lagi menjadi keutamaan kerana pangkalan data akan mudah dan cepat diperoleh melalui atas talian dan lebih efisien
7) Kolaborator ( <i>Collaborator</i> )	Berkolaborasi sesama pustakawan dengan orang yang mahir dalam bidang IT serta masyarakat setempat. Pencarian atas talian boleh disediakan untuk staf, badan korporat atau orang persendirian dengan membuat pembayaran kos carian.
8) Pembuat polisi ( <i>Policy maker</i> )	Melibatkan diri dalam perkembangan maklumat polisis untuk sesebuah organisasi, bagi memastikan semua sumber maklumat yang dikehendaki dapat dipenuhi.
9) Pengurus perniagaan ( <i>Business manager</i> )	Berkomunikasi dan berunding dengan <i>publisher</i> dan <i>agregators</i> bagi persetujuan lesen e-jurnal dan pangkalan data dan Perpustakaan telah melanggan sejumlah pangkalan data atas talian dan pangkalan data CD-ROM. Pencarian bahan juga boleh dilakukan atas permintaan dengan bayaran.
10) Pembuat imej ( <i>Image maker</i> )	Menyumbang nilai yang tinggi pada perpustakaan untuk mendapatkan sokongan pengurusan dan menonjolkan imej yang luarbiasa pada negara luar.

Pustakawan perlu bersaing dalam menghasilkan pemikiran kritis, menambahkan ilmu dan membiasakan diri dengan kaedah-kaedah penyelidikan seperti menyunting, pemeliharaan dan pemuliharaan, dan kema-

hiran penerbitan. Selain daripada itu, pustakawan perlu bekerjasama dengan profesyen yang lain dalam merungkai teknologi yang baru dan ini menunjukkan pustakawan perlu sentiasa relevan dengan perkembangan teknologi semasa.

Pustakawan bukan sahaja perlu berdepan dengan kehendak siswazah tetapi harus bersedia dengan tuntutan penyelidik yang lebih berpengetahuan. Penerbitan merupakan salah satu faktor utama yang menyumbangkan kepada proses penyelidikan di sesuatu institusi (Abu Bakar, 2008) kerana, buku, laporan penyelidikan, jurnal, prosiding dan sebagainya telah dihasilkan oleh penyelidik dan sarjana. Oleh itu, pustakawan perlu melengkapkan diri dengan ilmu dan kemahiran dalam menjalankan penyelidikan berkaitan penerbitan IPT masing-masing. Kemahiran menggunakan *citation index* seperti Scopus dan lain-lain indeks perlu didalami dengan kefahaman yang betul dan kemahiran yang tepat terutama dalam bidang bibliometrik. Pustakawan perlu kreatif dalam menyediakan laporan statistik bibliometrik untuk memudahkan para akademik dan penyelidikan sekali gus akan meningkatkan imej pustakawan.

Penubuhan repositori institusi merupakan salah satu usaha yang cuba dilaksanakan di IPT Malaysia di mana semua hasil karya penulisan dan penyelidikan sarjana sesebuah universiti akan dikumpul dan disusun atur di dalam sistem maklumat bagi memudahkan perkongsian ilmu. Pemantauan, penyelenggaraan dan pengemaskinian secara berterusan perlu dilakukan bagi memastikan kandungan dan fungsi repositori sentiasa relevan dan terkini dengan perkembangan isu semasa dan teknologi terkini agar ianya dapat terus berfungsi sebagai sumber ilmu dan rujukan yang unggul di peringkat nasional dan antarabangsa (Kasimun, 2010)

Pustakawan perlu bersedia untuk berdepan dengan penyelidik secara bersemuka mahupun atas talian dengan pertanyaan cara penggunaan Katalog Perpustakaan (OPAC), jurnal/pangkalan data dalam talian tempatan dan luar negara, sumber/bahan rujukan luar, rujukan segera dan sebagainya. Hal ini kerana setiap IPT mempunyai cara penyusunan maklumat dan pangkalan data yang tersendiri. Oleh itu, menjadi peranan pustakawan untuk mendidik penyelidik cara mengakses, mengenal pasti dan menilai bahan daripada pelbagai maklumat.

Untuk memantapkan lagi peranan pustakawan, mereka wajar mengikuti kursus dan mendapatkan latihan serta didedahkan dengan pengalaman pustakawan yang mengendalikan penyelidik di universiti penyelidikan di luar negara seperti Perpustakaan University of Tokyo, Harvard University, Oxford University ataupun di University of Cambridge. Hal yang sedemikian akan membantu pustakawan mengetahui adanya perbezaan permintaan yang datang daripada penyelidik dalam mengakses maklumat yang diperlukan. Selain menguasai bahasa Inggeris, pustakawan perlu menambahkan ilmu pengetahuan dalam pelbagai bidang seperti ilmu syaria, teknologi, bioteknologi, pertanian, sains dan sebagainya memandangkan penyelidik berlatar belakangkan bidang yang berbeza.

## Kesimpulan

Kejayaan dalam penubuhan universiti penyelidikan sebenarnya banyak bergantung kepada kewujudan perpustakaan di mana dengan adanya pustakawan terlatih segala proses pencarian maklumat untuk penyelidikan dapat berjalan dengan lancar. Kemahiran yang dikuasai oleh pustakawan terutamanya dalam bidang IT amat penting untuk menyalurkan maklumat secara atas talian.

Walau bagaimanapun, kejayaan dan keberkesanan universiti penyelidikan tidak dapat direalisasikan sekiranya tiada komitmen, penglibatan, kesungguhan dan sokongan daripada pustakawan, ahli akademik, pelajar dan pentadbiran. Sesungguhnya, sesuatu kejayaan itu bermula daripada benda yang asas seperti pemantapan ilmu dan kemahiran bagi mempertingkatkan lagi penggunaan sumber maklumat atas talian. Membentuk seorang pustakawan yang terlatih khusus adalah sebahagian daripada kejayaan perancangan.

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**Kajian Pengguna Perpustakaan Universiti Malaya 2014**

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Kajian Pengguna Perpustakaan Universiti Malaya (PUM) 2014 telah dijalankan menerusi dalam talian. Kajian dihantarkan kepada setiap pelajar mahasiswa, pasca ijazah, para akademik dan staf Universiti Malaya yang mempunyai akaun emel Universiti Malaya. Kajian berlangsung selama 19 hari, bermula 17 November 2014 dan berakhir 5 Disember 2014. Data yang diterima dianalisa dengan menggunakan perisian SPSS versi 22.

Kajian ini terdiri daripada tiga (3) bahagian dan disediakan dalam dwi-bahasa (Bahasa Malaysia & Bahasa Inggeris):

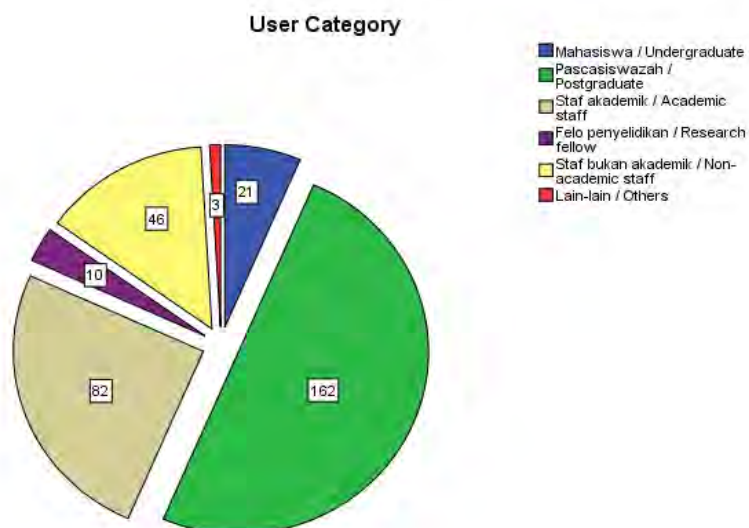
- A. Soalan mengenai maklumat umum pengguna (2 soalan)
- B. Soalan mengenai tahap kepuasan pengguna terhadap sembilan (9) perkhidmatan/kemudahan dan satu (1) soalan mengenai kepuasan pengguna secara menyeluruh terhadap perpustakaan (10 soalan)
- C. Soalan terbuka untuk komen dan cadangan pengguna (1 soalan)

**A. Maklumat Umum Responden**

Sebanyak 326 pengguna UM telah menjawab soal selidik kajian ini. Taburan mengikut kategori pengguna adalah seperti dalam Jadual 1 dan Gambarajah 1. Sebanyak 49.7% (162 orang) daripada jumlah responden terdiri dari pasca siswazah, diikuti dengan 25.2% (82 orang) staf akademik, staf bukan akademik 14.1% (46 orang), 6.4% (21 orang) mahasiswa, 3.1% (10 orang) felo penyelidikan, 0.9% (3 orang) lain-lain dan dua (2) orang responden pula tidak mengisi maklumat.

**Jadual 1: Taburan responden mengikut kategori pengguna**

		N	%
Valid	Mahasiswa / Undergraduate	21	6.4
	Pascasiswazah / Postgraduate	162	49.7
	Staf akademik / Academic staff	82	25.2
	Felo penyelidikan / Research fellow	10	3.1
	Staf bukan akademik / Non-academic staff	46	14.1
	Lain-lain / Others	3	.9
	Total	324	99.4
Missing	98	2	.6
Total		326	100.0



Gambarajah 1: Kategori pengguna

Jadual 2: Taburan responden mengikut pusat tanggungjawab (PTj)

PTj		Frequency	Percent
Valid	Alam Bina / Built Env.	14	4.3
	Asasi Sains / Sci Fdn Stud	3	.9
	Asia-Eropah / Asia-Europe	2	.6
	Bahasa / Languages	17	5.2
	Ekonomi / Economics	24	7.4
	INPUMA	1	.3
	Kebudayaan / Cultural	3	.9
	Kejuruteraan / Engineering	41	12.6
	Pendidikan / Education	15	4.6
	P. Islam / Islamic Stud	16	4.9
	P. Melayu / Malay Stud	5	1.5
	P. Siswazah / Graduate Stud	7	2.1
	IPPP	3	.9
	Pergigian / Dental	7	2.1
	Perniagaan / Business	12	3.7
	Perubatan / Medical	36	11.0
	Sains / Science	51	15.6
	Sains Komputer / Computer Sci	13	4.0
	Sastera / Arts	16	4.9
	SKET	1	.3
	Sukan / Sports	3	.9
	Undang-undang / Law	4	1.2
	Canseleri / Chancellory	8	2.5
	Jabatan Pendaftar / Registrar Office	9	2.8
	Lain-lain / Others	14	4.3
	Total	325	99.7
Missing	98	1	.3
Total		326	100.0

Taburan responden mengikut Pusat Tanggungjawab (PTj) ditunjukkan dalam Jadual 2. Mengikut maklumat yang dikumpul, 51 orang (15.6%) adalah dari Fakulti Sains, diikuti dengan Fakulti Kejuruteraan, 41 orang (12.6%), Fakulti Perubatan, 36 orang (11.0%), Fakulti Ekonomi & Pentadbiran, 24 orang (7.4%) serta Fakulti Bahasa & Linguistik, 5.2% (17 orang). Taburan maklumat yang dikumpul boleh dikatakan terdapat perwakilan baik kerana maklumbalas diterima daripada semua PTj utama dan kebanyakan PTj yang lain juga.

#### **B. Penemuan Kajian: Tahap Kepuasan Pengguna Terhadap Perkhidmatan PUM**

Bahagian kedua Kajian, responden diminta untuk membuat penilaian atas perkhidmatan PUM. Penilaian diberikan dalam 4 skala, iaitu:

1. Cemerlang
2. Baik
3. Sederhana
4. Lemah

Pilihan terakhir adalah “tidak berkenaan /tidak tahu” disediakan untuk responden yang tidak pernah menggunakan atau tidak tahu akan perkhidmatan berkenaan.

Sepuluh (10) soalan ditanya, di mana meliputi lapan (7) perkhidmatan sedia ada, dua (2) perkhidmatan baru (“ruang membaca 24 jam” dan “perkhidmatan mobile” ) dan soalan terakhir responden diminta untuk menilai perkhidmatan PUM secara menyeluruh:

1. Persekitaran
2. Pembekalan Dokumen
3. Latihan EndNote
4. Laman Sesawang Perpustakaan
5. Pertanyaan Dalam Talian
6. Perkhidmatan Rujukan
7. Perkhidmatan & Koleksi Audio Visual
8. Ruang Membaca 24 jam
9. Perkhidmatan Mobile
10. Perkhidmatan Perpustakaan Secara Keseluruhan

**Jadual 3: Tahap Kepuasan Pengguna terhadap perkhidmatan PUM Mengikut Bilangan & Peratus**

		Psekitaran		PDoku- men		EndNote		LibWeb		P.Talian		P.Rujukan		AV		24jam		P.Mobile		Kseluruha n	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Valid	Cemerlang	59	18.1	47	14.4	32	9.8	54	16.6	23	7.1	50	15.3	12	3.7	37	11.3	9	2.8	41	12.6
	Baik	218	66.9	220	67.5	145	44.5	196	60.1	149	45.7	181	55.5	115	35.3	136	41.7	123	37.7	223	68.4
	Sederhana	35	10.7	36	11.0	46	14.1	60	18.4	56	17.2	44	13.5	38	11.7	44	13.5	49	15.0	50	15.3
	Lemah	5	1.5	7	2.1	6	1.8	11	3.4	9	2.8	7	2.1	4	1.2	12	3.7	7	2.1	4	1.2
	Tidak berke- naan / Tidak tahu	8	2.5	16	4.9	95	29.1	4	1.2	89	27.3	43	13.2	157	48.2	97	29.8	138	42.3	6	1.8
	Jumlah	325	99.7	326	100.	324	99.4	325	99.7	326	100	325	99.7	326	100	326	100.	326	100.	324	99.4
Miss- ing	98	1	.3			2	.6	1	.3			1	.3							2	.6
Total		326	100.			326	100	326	100			326	100							326	100
Jumlah (N) & % se- derhana & lemah		40	12.3%	43	13.2%	52	16.0%	71	21.8%	65	19.9%	51	15.7%	42	12.9%	56	17.2%	56	17.2%	54	16.6%
Jumlah (N) & % cemerlang & baik		277	85.0%	267	81.9%	177	54.3%	250	76.7%	172	52.8%	231	70.8%	127	39.0%	173	53.0%	132	40.5%	264	81.0%

**Jadual 4: Tahap Kepuasan Pengguna terhadap perkhidmatan PUM Mengikut Bilangan & Peratus (tidak termasuk "Tidak berkenaan/Tidak tahu")**

		Psekitaran		PDokumen		EndNote		LibWeb		P.Talian		P.Rujukan		AV		24jam		P.Mobile		Kseluruhan	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Valid	Cemerlang	59	18.6	47	15.2	32	14.0	54	16.8	23	9.7	50	17.7	12	7.1	37	16.2	9	4.8	41	12.9
	Baik	218	68.8	220	71.0	145	63.3	196	61.1	149	62.9	181	64.2	115	68.0	136	59.4	123	65.4	223	70.1
	Sederhana	35	11.0	36	11.6	46	20.1	60	18.7	56	23.6	44	15.6	38	22.5	44	19.2	49	26.1	50	15.7
	Lemah	5	1.6	7	2.3	6	2.6	11	3.4	9	3.8	7	2.5	4	2.4	12	5.2	7	3.7	4	1.3
	Jumlah	317	100	310	100	229	100	321	100	237	100	282	100	169	100	229	100	188	100	318	100
Jumlah (N) & % seder- hana & lemah		40	12.6%	43	13.9%	52	22.7%	71	22.1%	65	27.4%	51	18.1%	42	24.9%	56	24.5%	56	29.8%	54	17.0%
Jumlah (N) & % cemer- lang & baik		277	87.4%	267	86.2%	177	77.3%	250	77.9%	172	72.6%	231	81.9%	127	75.1%	173	75.6%	132	70.2%	264	83.0%

**I. Kepuasan Pengguna Mengikut Jenis Perkhidmatan**

Jadual 3 dan 4 menunjukkan kepuasan responden mengikut jenis perkhidmatan. Jadual 3 mengambil kira responden yang menjawab "Tidak berkenaan/Tidak Tahu" sedangkan Jadual 4 mengecualikan pilihan tersebut supaya hanya yang responden yang memahami perkhidmatan tersebut sahaja ditabulasikan dan dianalisa.



Jadual 3 menunjukkan lebih daripada 40% responden menjawab “tidak berkenaan/tidak tahu” atas perkhidmatan “Audio-visual” (48.2%), “Perkhidmatan Mobile” (42.3%), manakala “Latihan End-Note” (29.1%) , “Perkhidmatan Dalam Talian” (27.3%) serta “Ruang Membaca 24 jam” (29.8%) juga lebih dari 25% memilih jawapan ini. Ini menunjukkan perkhidmatan tersebut mungkin kurang terdedah, kesedaran pengguna agak rendah atau keperluan pengguna atas perkhidmatan tersebut yang kurang menyebabkan ramai pengguna tidak pernah menggunakannya. Empat (4) perkhidmatan lebih dari 75% responden menjawab “Cemerlang” dan “Baik”, ia merujuk “Persekitaran” (85%), “Pembekalan Dokumen” (81.9%), “Keseluruhan” (81%) dan “Laman Sesawang Perpustakaan” (76.7%).

Analisa berdasarkan kategori “Cemerlang” sahaja, “Persekitaran” mendapat penilaian yang paling tinggi dengan 59 orang (18.1%), diikuti dengan “Laman Sesawang Perpustakaan”, 54 orang (16.6%). Penilaian atas “Laman Sesawang Perpustakaan” adalah agak bercanggah, responden yang memilih “Lemah” juga kedua tertinggi dengan 11 orang (3.4%).

Analisa yang seterusnya berdasarkan Jadual 4 di mana responden yang memilih “Tidak berkenaan/Tidak tahu” dikecualikan. Responden yang menjawab lebih dari 75% bagi “Cemerlang” dan “Baik” meningkat dari empat (4) ke lapan (8) perkhidmatan, hanya “Perkhidmatan dalam talian” (72.6%) dan “Perkhidmatan Mobile” (70.2%) tidak mencapai tahap 75%. Ia menunjukkan penilaian pengguna adalah agak baik secara keseluruhan.

**Jadual 5: Tahap Kepuasan Pengguna terhadap perkhidmatan PUM Mengikut Purata**

		Psekitran		PDokumen		EndNote		LibWeb		P.Talian		P.Rujukan		AV		24jam		P.Mobile		Kseluruhan	
		m	N	m	N	m	N	m	N	m	N	m	N	m	N	m	N	m	N	m	N
Valid	Mahasiswa	1.95	21	2.10	21	2.40	15	2.14	21	2.33	15	2.05	19	2.20	15	2.25	20	2.21	19	1.95	20
	Pasca Siswazah	1.99	161	2.03	158	2.16	118	2.08	161	2.32	115	2.01	142	2.22	81	2.19	123	2.28	92	2.09	160
	Staf akademik	2.01	77	2.09	76	2.09	55	2.17	82	2.10	58	2.17	69	2.30	33	2.14	42	2.46	35	2.09	82
	Felo penyelidik	1.70	10	2.00	10	1.86	7	2.10	10	2.25	8	1.75	8	2.20	5	2.00	5	2.50	6	2.00	9
	Staf bukan akademik	1.81	43	1.80	40	1.97	30	1.95	42	2.08	37	1.90	39	2.03	32	1.94	36	2.12	33	1.93	43
	Lain-lain	1.33	3	1.00	3	1.00	2	1.67	3	1.33	3	1.33	3	2.00	2	1.50	2	2.50	2	1.50	2
	Jumlah	1.96	315	2.01	308	2.11	227	2.09	319	2.22	236	2.02	280	2.20	168	2.14	228	2.29	187	2.05	316

# m= mean

Pengiraan purata (mean) dijalankan dengan kaedah mengecualikan responden yang memilih “Tidak berkenaan / Tidak tahu” dan responden yang tidak menjawab soalan berkenaan (rujuk Jadual 5). Penilaian perkhidmatan mengikut purata bagi semua kategori pengguna adalah agak baik berdasarkan skala (1-4) bermula dengan “Cemerlang”, “Baik”, “Sederhana” dan “Lemah”. ). Penilaian secara keseluruhan (rujuk Total) semua mencapai mean kurang dari 2.30. “Persekitaran” dinilai dengan mean 1.96, terbaik adalah perkhidmatan yang disoal, diikuti dengan “Perkhidmatan Dokumen” (mean=2.01) dan “Perkhidmatan Rujukan” (mean=2.02).

Manakala penilaian berdasarkan kategori pengguna juga menunjukkan prestasi penilaian yang memuaskan. Hanya empat (4) perkhidmatan mendapat penilaian mean lebih dari 2.30, iaitu “Latihan EndNote” (mean=2.40) bagi mahasiswa, dan tiga (3) penilaian yang lain adalah berkenaan

“Perkhidmatan Mobile”, iaitu bagi staf akademik (mean=2.46), dan felo penyelidikan serta “lain-lain” masing-masing dengan mean=2.50.

### C. Komen dan Cadangan Pengguna

Selain dari soalan pelbagai pilihan, pengguna digalakkan untuk mengulas dengan lebih lanjut sekiranya terdapat penilaian pada tahanan “Cemerlang” atau “Lemah” supaya maklumat tambahan dapat diperolehi demi penambahbaikan berterusan PUM. Bilangan komen dan cadangan yang diterima adalah amat menggalakkan. 122 daripada 326 responden (37.4%) telah memberi komen. Setelah menganalisa komen yang diajukan, ia merangkumi pelbagai aspek dan tidak terhad kepada perkhidmatan/kemudahan yang disoal sahaja.

Komen dan cadangan yang diterima agak bercanggah atas perkhidmatan yang sama, pujian dan teguran diterima. Komen-komen tersebut boleh digolongkan sebagai:

- i. Koleksi Perpustakaan – kekinian dan kecukupan bahan bercetak dan dalam talian
- ii. Persekitaran / Kemudahan – tandas, komputer, Wifi yang lambat, suhu penghawa dingin, pertambahan punca kuasa, karek, ruang membaca 24 jam
- iii. Perkhidmatan – perkhidmatan pembekalan dokumen, Latihan EndNote, laman sesawang perpustakaan
- iv. Staf Perpustakaan – kemesraan & kekompetenan
- v. Perpustakaan Perubatan – pemulihan perkhidmatan

Komen dan cadangan bertulis diagihkan untuk pembacaan semua pustakawan. Pihak yang berkenaan akan mengkaji maklum balas berkenaan dan membuat perancangan yang sewajarnya.

## Social Media Taskforce Report

Zanaria Saupi Udin

Social media are online communications channels dedicated to community based input, interaction, content sharing and collaboration. Its tools such as Facebook, Twitter and Instagram are increasingly used by people of all ages especially among the Y generation and University students. The University of Malaya Library has started to embark on Facebook and Wordpress as early as 2009. However, over time there seems to be a pressing need for a focused group to elevate interest among users on the social media so that it could serve as an effective means to promote facilities and services of the library. More importantly, the success of maintaining an active social media presence and responding to service queries in a timely manner require concerted efforts from a group of people.

A taskforce was subsequently formed at the end of 2013 with the following objectives :

- To increase the use of UM Library services and collections
- To enhance and preserve the Library's image through quality activity
- To be seen to be active in the social media space with its broad user base
- To increase engagement with online audiences
- To solicit feedback in order to improve our services.

The taskforce consists of eight librarians under the Patronage of the Chief Librarian, Dr Nor Edzan Che Nasir with Deputy Chief Librarian, Encik Mahbob as the Adviser. Meetings are held from time to time and it was decided that each platform would be managed by at least two members of the taskforce. The use of Google+, Twitter, Instagram and Flickr were further added to the list of platforms to be administered. To encourage the use of social media as well as to engage with its users, the library organized a contest to accelerate its momentum. Interested library users who wish to participate were asked to record a video clip or write a short essay on how they user UM Library. Submissions of the winners were populated into Youtube and Wordpress accordingly. The prize giving ceremony was held on 30<sup>th</sup> May 2014 and the Deputy Vice Chancellor (Development), Prof Dr Faisal Rafiq was on hand to award the prizes to the participants.



The following are the winners :

Wong Yong Jie  
Angelicia Anthony Thane  
Ms Thusha Rani Rajendra  
Qosim Babajide Odewale  
Lee Wee Shen  
Cheah Zi Chuin  
Ng Jun Wei  
Mohd Zulhafiz Bin Zakaria  
Rubentheren Viyapuri  
Shamshul Bahri

To date, Facebook has 19,417 Likes, Wordpress has 44,536 hits with 54 entries, Twitter has 626 followers, Instagram has 134 followers and Google+ page has 68 followers with 3,433 views.

The fact that social media platforms are still evolving shows that there is indeed room for expansion. With this in mind, plans are underway for other social media platforms to be experimented upon especially visual channels such as Pinterest, Slideshare and Snapseed. All things considered, it is a continuous challenge for the taskforce to remain relevant, attract popularity and have successful engagement with the users.

#### **4<sup>th</sup> Cambridge Librarians' Day**

21 January 2015 : Universiti Kebangsaan Malaysia, Bangi, Selangor

Sutarmi Kasimun, Ratnawati Sari Mohd Amin & Dr Nor Edzan Che Nasir

The 4<sup>th</sup> Cambridge Librarians' Day was held on 21 January 2015 at Universiti Kebangsaan Malaysia in Bangi, Selangor. Puan Hafsa Mohamad, the Chief Librarian of UKM started the event with an opening speech and this was followed by Mr Ryoji Fukada's introduction to Cambridge University Press, Asia. Mr Ryoji Fukada is the Chairman of Cambridge University Press, Japan. This was then followed by the following presentations:

1. Open access models – Ms Sarah Thompson, Head of Content, University of York.
2. Value metrics – Mrs Gayle Chan, Head of Collection Development, University of Hong Kong.
3. How the Scholarly Communication Committee supports researchers' workflows at the National University of Singapore – Mrs Lee Cheng Ean, University Librarian, National University of Singapore.
4. The role of university's library: Researcher's perspective – Prof Dr Srijit Das, Dept of Anatomy, UKM Medical Centre.

A panel comprising of Prof Ke Hao Ren (Professor and Chairperson, Graduate Institute of Library & Information, National Taiwan Normal University), Ms Charlotte Gill (Senior Research Librarian, Singapore Management University), Dr Nor Edzan Che Nasir (Chief Librarian, University of Malaya) and Ms Sarah Thompson (Head of Content, University of York) discussed on the Role of libraries in research advancement. The session was moderated by Mrs Linda Bennet, a library consultant with Goldleaf.



The panel addressing the participants



Representatives from UM Library with their colleague from USM Kubang Kerian

**Aunilo Capability Building Training**

9 - 11 February 2015 : Universiti Sains Malaysia Library, Penang

Lisdar Abdul Wahid

Libraries of ASEAN University Network (AUNILo) Capability Building Training was held at Universiti Sains Malaysia (USM) Library, Penang on 9 – 11 February 2015. This training was organized in accordance to AUN Director', Dr Piniti Ratananukul's message *"AUNILo is a continuous effort in enhancing information networking among member universities through the sharing of digital academic resources. It would support the development of an ASEAN virtual university, which is the AUN's ultimate goal."* It is an outcome of the Training Needs Analysis Survey conducted in 2013 and endorsed in the 10<sup>th</sup> AUNILo Meeting in April 2014 to be carried out immediately in order to support the profession to meet the standard and ever changing information needs. Therefore, USM Library as the Secretariat of AUNILo organized this training to realize the aforesaid needs.

The objectives of this training program were to bring the competency of participating librarians to a higher level in the areas of research and contribution to the profession specifically on grant writing, conferences, researches and publication as well as IT skills particularly on learning management system, web page development and database management.

Welcoming remarks was delivered by Mr Mohd Pisol Ghadzali, the Chairman of AUNILo and the Chief Librarian of USM library whereby the opening ceremony was officiated by Deputy Vice Chancellor (Academic and International Affairs) of USM, Prof Dato' Dr. Ahmad Shukri Mustapa Kamal during the dinner of the first day.

There were three training modules for three days from distinguished trainers. The first trainer, Kathleen Lourdes B. Obille is an Assistant Professor III from School of Library and Information Studies, University of Philippines. She teaches various subjects including Cataloging and Classification, Indexing and Abstracting, Research and Management. She is actively involved in conferences and in providing training for librarians in Philippines. The second trainer, Abdul Karim Alias is a Professor of Food Technology and current Director of the Centre for Development of Academic Excellence, USM. He is now leading a project to develop open educational resources (OER) for the university and so far has succeeded to produce more than 20 course-wares. He is also a co-Chairman of the Technical Committee for Malaysian MOOCs initiative, a project by the Ministry of Education. The third trainer, Mr Mahbob Yusof is a Deputy Chief Librarian of University of Malaya Library. He lectures part-time in Digital Libraries, Web Publishing and Electronic Publishing. He currently leads several initiatives including Library2.0, Library as Place, personalized library portal and institutional digital repositories.

The training modules presented at the training are as follows:

1. Research and contribution to the profession – 9 February 2015  
(Madam Kathleen Lourdes B. Obille)
2. Social and Open Learning Platform – 10 February 2015  
(Professor Abd Karim Alias)
3. Social Media Curation: Introduction, tools and platform - 11 February 2015  
(Mr Mahbob Yusof)

Other than training modules in the computer lab, the participants were brought to visit Archaeology Gallery, USM Library, USM campus tour and night market for those who were looking for some souvenirs especially foreign participants.



The training sessions were a great success according to everyone involved. The participants are happy with the material which they believe can be put to good practice. They had obtained great length of knowledge about conducting research, learning management system and use of social media. Since the training involved a lot of hands on skills, the learning was rather fun yet effective. Most of ASEAN participants were impressed of Learning Management System introduced by the trainer which could enhance the quality of their teaching and learning activities. For University of Malaya Library, we are doing well with our Information Skills Course that is already using web based Learning Management System called *Spectrum* to facilitate access to learning content and administration as well as to enhance and support classroom teaching.

AUNILo which was established in 2004 with only 12 libraries now has increased to a membership of 29 libraries from 10 countries of ASEAN.







**Developing Essential Skills for Communication**

5 March 2015 to 28 May 2015 : Library, University of Malaya, Kuala Lumpur

Nik Nur Asilah Nik Shamsuddin

The Developing Essential Skills for Communication course was held in University Malaya Library from 5 March 2015 to 28 May 2015. It was organized by the University of Malaya Library and facilitated by two lecturers, Associate Professor Dr. Kuang Ching Hei and Mr. Peter Ng from the Department of English Language, Faculty of Languages & Linguistics, University of Malaya. The courses involved two groups of staff i.e. librarians and support staff. Classes were conducted on a weekly basis for 12 weeks on Tuesday (2.30pm to 4.30pm) for support staff and Thursday (9.00am to 11am) for librarians

This workshop focuses on developing:

- Confidence in using English face to face and through emails
- Ability to use correct tenses in English
- Competence in making the right pronunciation

Overall, the course had successfully met its objectives. The classes were interactive, practical, fun and relevant to the workplace. All those who participated felt that the course had taught them to express themselves more confidently and effectively while communicating in English.



**National Conference on Academic Libraries (NCOAL) 2015**  
17 to 18 March 2015 : M.S. Garden Hotel, Kuantan, Pahang

Dr Nor Edzan Che Nasir

The National Conference on Academic Libraries or *Persidangan Kebangsaan Perpustakaan Akademik* was organised by Universiti Malaysia Pahang (UMP) with the support of Persatuan Pustakawan Malaysia (PPM) Kumpulan Timur from 17 to 18 March 2015. With the theme Towards University Ranking, the Conference was officiated by UMP's Deputy Vice Chancellor (Research & Innovation Professor Dr Mashitah Md Yusof. The opening ceremony also saw the launch of a book titled *Isu-isu berkaitan aqidah dan syariah dalam perubatan tradisional dan komplementeri*. In his speech, Tuan Haji Ruslan Che Pee, the Chief Librarian of UMP emphasised on the need for librarians to participate actively in university rankings. On completion of the opening ceremony, the guests proceeded to visit the various exhibition booths.

The Conference had two keynote addresses with Keynote 1 by Professor Dato' Dr Badrulhisham Abdul Aziz and Keynote 2 by YM Dato' Professor Dr Haji Raja Abdullah Raja Yaacob. The rest of the programme are as follows:

Session 1

1. The application of learning organization idea at Malaysian university;; a case study of UMP – Dr Aini Ahmad
2. Supporting research administration to act with confident – Dr Ning Ning

Session II

1. IT dalam perpustakaan – Anuar Talib
2. Peranan perpustakaan UKM di dalam penajaan data penerbitan universiti – Shaizimah Badzri, Nor Hamsiah Ahmad Hosaini, Mariatul Qibtiah Isa
3. Evaluation on Universiti Malaysia Pahang online resources access with mobile technology towards strategic knowledge management – Dr Rahmah Mokhtar, Aziman Abdullah, Amelia Hassan
4. Malrep sebagai portal pencarian setempat repositori institusi – Salleh Hudin Mustafa

Session III

1. Inovasi strategik pengurusan data – Wan Azlee Haji Wan Abdullah

Session 4

2. Innovative knowledge management collaboration through Internet of things – Muhammad Wasif Nabeel, Prof. Dr Abdullah Embong
3. Pembentukan konseptual model perkhidmatan pelanggan di perpustakaan akademik bagi mengukur prestasi pengajian tinggi Malaysia – Dr Che Azlan Taib
4. Repository@USM: Isu, cabaran dan kekangan – Noor Azlinda Wan Jan, Mohd Arafat Mohamad Shahini, Siti Fatimah Hashim, Nor Azan Ibrahim
5. User acceptance of new media in public relations and marketing activities of PuiTM (UiTM Library) – Nurul Diana Jasni

Session 5

1. Ke arah universiti terulung dunia: isu dan cabaran UIA – Nur'aini Abu Bakar, Yanti Idayu Aspura, Raudhah Osman
2. Sistem e-repositori penerbitan UKM: Isu dan cabaran – Asmany Aza Ahmad
3. Promosi UMP-IR: Pengalaman perpustakaan UMP – Noorul Farina Ariffin, Ratna Wills Haryati Mustapha

The participants were also taken to the Natural Batik Village, a shop that produces their own batik and the participants were able to see how batik is made.



Tuan Haji Ruslan Che Pee, the Chief Librarian of UMP



Participants at the Natural Batik Village

**Seminar on GST Awareness : Librarianship Field 2015**  
30 March 2015 : National Library of Malaysia

‘Ulya Sujak’

Government Service Tax (GST) will be fully implemented nationwide on April 1, 2015. A Seminar on GST Awareness was organised in conjunction with the Annual General Meeting of the Librarians Association of Malaysia (PPM) and held at the National Library of Malaysia on March 30, 2015. The objective of the seminar was to provide information and awareness and its impacts on the profession of librarianship and information service industry.



From left - Mdm Norsa'adah Ahmad, Dr. Basri Hassan and Mr Amjath Jamal Shaikh Abdul Kader.

The seminar had two panelists. The first panelist was Mr. Amjath Jamal bin Shaikh Abdul Kader, who is an accounting consultant and the second panelist was Madam Norsa'adah Ahmad, who is the author of GST Management. Dr. Basri Hassan, who is also the Vice President 2 of PPM chaired the session.

Mr Amjath shared information on the impact of GST on accounting principles and administration as it will involve new software. GST is a new form of taxation which will replace the existing tax, i.e. the Sales and Services Tax (Sales and Services Tax - SST), which was first adopted since the 1970s (the Sales Tax Act 1972 and the Service Tax Act 1975). Under the new tax system, all goods and services are subject to GST except for some which have been categorized as zero-rated. Tax is collected from both sides; the traders (manufacturers, wholesalers, retailers) and the users. The traders will have the opportunity to claim the tax imposed from the government through the Royal Malaysian Customs. The second panelist, Madam Norasa'adah, shared information on the impact of GST on consumers. She advised consumers to find accurate information about GST and be aware of their rights. She also shared some prudent spending measures for consumers with the audience.

After a brief question and answer session at 4.00 p.m., the seminar ended around 4.30 p.m.



**About Michael Sullivan : NUS Museum's Anniversary Lecture**  
30 April 2015 : University Cultural Centre Theatre, NUS, Singapore

Dr Nor Edzan Che Nasir

In conjunction with the 60<sup>th</sup> anniversary of the founding of the University of Malaya Art Museum, the predecessor institution of the NUS Museum, the NUS Museum held its Anniversary Lecture titled About Michael Sullivan on 30 April 2015. The lecture was given by Mr T.K Sabapathy, a former student of Michael Sullivan. Mr Sabapathy presented his personal recollections of Sullivan. He talked about Sullivan's tenure in the then University of Malaya from 1954 to 1960, his teaching of the History of Art course, his research and writing on art in Southeast Asia and the establishment of the University of Malaya Art Museum.



A young Michael Sullivan with his wife Khoen



T.K Sabapathy delivering his lecture

**Creative Cultural Industry International Forum and Workshop**  
18-21 May 2015 : Ulaanbaatar, Mongolia

Sam Karuna, Abdul Aziz Abdul Rashid & Dr Nor Edzan Che Nasir

From 18 to 19 May 2015, the School of Fine Arts & Design of the Mongolian State University of Arts in Ulaanbaatar organised a series of workshops and Mr Sam Karuna, our Resident Artist, was invited to conduct one such workshop on batik making. Two workshops were held - one for the students and the another for the lecturers of the School. Both Mr Abdul Aziz Abdul Aziz and Dr Nor Edzan Che Nasir were on hand to assist in the workshops. Apart from that several meetings were also held to discuss ways in which the University of Malaya Art Gallery and the School of Fine Arts & Design can collaborate.

All three representatives from the University of Malaya were then invited to attend the Creative Cultural Industry International Forum which was held at the Ulaanbaatar Hotel from 20 to 21 May 2015. The Forum was officiated by Mr Gantumur L., the Minister of Education, Culture and Science of Mongolia. A total of 16 papers were presented in two plenary sessions and two concurrent sessions. Each session was followed by a panel discussion. At the end of the second day, participants were taken on a tour of several museums and galleries with Ulaanbaatar.



A visit to the Mongolian Art Gallery



With members of the Mongolia-Malaysia Association



**RWI Conference for Human Rights Libraries in South/Southeast Asia**  
20-22 May 2015 : Holiday Inn Silom, Bangkok

Sabariah Basir

The Raoul Wallenberg Institute of Human Rights and Humanitarian Law (RWI) is an independent academic institution, founded in 1984 at the Law Faculty at Lund University in Sweden. In legal terms, the Institute is a charitable trust under Swedish private law, governed by a Board of Trustees.

It is named after Raoul Wallenberg, a Swedish diplomat, in order to pay homage to his well-known humanitarian work in Hungary at the end of the Second World War.

The mission of the Institute is to promote universal respect for human rights and humanitarian law, by means of research, academic education, dissemination of information and institutional development program.

Their vision is to be a centre of excellence promoting the development of societies based on a human rights culture. The Institute is a value driven organization and their four core values are: *Respect, Integrity, Inclusiveness and Inspiration*.

Since 2011, RWI has provided support to human rights libraries and resource centers at National Human Rights Institutions (NHRIs) and academic institutions in South and Southeast Asia. The activities have included two regional blended learning courses, advisory visits to libraries, and several bilateral trainings, complemented with strategic and technical support and literature donations. The initiatives have been done as a part of a regional capacity development program on human rights in Asia.

As 2015 is the final year of the RWI program they are inviting all institutions that have taken part in the initiatives to attend this regional conference. The objectives are to evaluate and discuss the views, both on what RWI have done and what the institutions' priorities and needs in order to looking ahead to a possible new program.

There are 39 participants from NHRIs and academic libraries in South and Southeast Asia attended this conference involving 18 countries. Namely, Afghanistan, Bangladesh, Cambodia, East Timor, India, Indonesia, Jordan, Maldives, Myanmar, Mongolia, Nepal, Palestine, Philippines, South Korea, Sri Lanka, Thailand, Vietnam and Malaysia. Malaysia presented by Suruhanjaya Hak Asasi Manusia (SUHAKAM) and University of Malaya Library.

On the first day, we are divided into three groups to present what have our institution done so far and our future plan in order to disseminate information regarding the awareness of human rights in the society.

On the second day, we discussed about the reflections on access to information and other human rights of relevance to librarian. The participants also been introduced to Open Sources Software (OSS)- Koha and shared experiences from the other institutes. On the afternoon, we had a study visit to the Human Rights Information Centre at the National Human Rights Commission of Thailand.

As a conclusion, on the third day, we discussed further on how can we done to reach out to researchers, academicians and students in our institution particularly on human rights databases and online automated online course.



Participants of the conference

**11<sup>th</sup> AUNILo Meeting: Libraries of ASEAN University Network – Technology Innovation in the Library:  
Shaping New Services**

27-29 May 2015 : National University of Laos, Vientiane, Lao PDR

Mahbob Yusof & Dr Nor Edzan Che Nasir

In the spirit of networking and resource sharing, the National University of Laos (NUOL) hosted the 11<sup>th</sup> AUNILo Meeting in Vientiane, Lao PDR. The Meeting was officiated on 27 May 2015 by Professor Saykhong Saynasinh in his capacity as the Vice President of NUOL. In his welcome and opening address he stressed on the importance of cooperation and collaboration amongst existing members. He also welcomed all the members to Lao PDR. This was followed by an Address by the AUNILo Secretariat from its Chairperson, Mr Mohd Pisol Ghadzali. AUN was presented by Mr Korn Ratanagosoom.

The National University of Lao, the first university of Laos, was officially established on 5<sup>th</sup> November 1996 with the merger of 10 higher education institutes of technical education namely Pedagogical University of Vientiane, 2<sup>nd</sup> December Polytechnic University, University of Public Health, Nabong School of Technical Agriculture, Dongdok School of Forestry, Tat Thong Technical School of Irrigation, Technical School of Architecture, Technical School of Transport and Communication, Technical School of Electrical and Electronic Engineering and Vernkham Center of Agriculture and Forestry ([www.nuol.edu.la](http://www.nuol.edu.la)).

The highlight of the meeting is a keynote address by our very own Deputy Chief Librarian, Mr Mahbob Yusof. Titled Technology Innovation in the Library: Shaping New Services. From then on every country presented their country report on Technology Innovation in the Library: Shaping New Services and this was followed by a resolution on the country reports.

The Business Meeting commenced smoothly and ended with presentation of tokens of appreciation on 28<sup>th</sup> May 2015. The members were taken on a tour to places of interest in Vientiane – Kaysone Phomvihane Museum, That Luang Stupa, Patukay Monument, Ho Pra Museum and the Morning Market.



Mr Mahbob Yusof delivering his keynote address



Delegates were taken to the Kaysone Phomvihane Museum

**Workshop on OCLC Connexion 2015**

8 & 9 June 2015, Tun Seri Lanang Library, Universiti Kebangsaan Malaysia, Bangi

'Ulya Sujak' & Haniza Adnan

The National Library of Malaysia (Perpustakaan Negara Malaysia - PNM) and NM13 Sdn. Bhd jointly organised a two day workshop on OCLC Connexion which was held at the Tun Seri Lanang Library, Universiti Kebangsaan Malaysia. PNM subscribes to OCLC Connexion, which is a systems or database that collectively keeps all bibliographic records for materials held in the global OCLC library members' collections. Hence, the workshop aimed to improve the understanding and skills among Malaysian consortium library members in using the systems.

The underlying concept of the OCLC Connexion is to increase the visibility of bibliographic records created, edited by the global OCLC library members. Consequently, the records also can be shared among the members. Contribution of bibliographic records from the library members across the globe will lead to a fast growing and comprehensive database with a wide range of subjects, formats and special collections. By way of sharing, the copy cataloguing process becomes easier and quicker and the records would offer better quality and be more complete.

The workshop was well attended by librarians from Malaysian consortium library members and the instructors were from PNM. The workshop consists of a hands-on training session to the OCLC Connexion Client. This workshop was able to give the participants an opportunity to experience the systems as well as sharing an exchanging ideas related to OCLC Connexion.

The workshop covered the following modules :

- a. Introduction to OCLC Connexion
- b. Module : Logon and Set up Connexion
- c. Module : Cataloguing Process I & II
- d. Module : Record Searching
- e. Module : Create New Record

All consortium library members are strongly encouraged to use and contribute towards the collection of bibliographic records.



**The 16<sup>th</sup> Congress of Southeast Asian Librarians Meeting and General Conference (CONSAL XVI) : ASEAN Aspirations: Libraries for Sustainable Advancement**  
9 - 13 June 2015 : Bangkok

Dr Nor Edzan Che Nasir & Ratnawati Sari Mohd Amin

CONSAL XVI started out with its Executive Board Meeting which took place at the Grande Centrepoint Hotel on 9 June 2015. The Meeting was hosted by the National Library of Thailand. Various issues with regards to the profession were brought up and discussed. Malaysia was represented by Hajjah Nafisah Ahmad, The Director-General of National Library of Malaysia; Dr Nor Edzan Che Nasir and Ms Ratnawati Sari Mohd Amin from the University of Malaya representing the Librarians Association of Malaysia.

The General Conference itself was held at the Bangkok International Trade & Exhibition Centre in Bang-Na, Bangkok. The opening ceremony was presided by HRH Princess Maha Chakri Sirindhorn. This was followed by a plenary session consisting of three keynote addresses by Ms Sinnikka Sipila (President of IFLA), Mr Jakkrit Srivali (Director-General of the ASEAN Affairs, Ministry of Foreign Affairs) and Ms Ann-Marie Schwirtlich Director-General of the National Library of Australia. On completion of the opening ceremony, participants were invited to view the many exhibition booths showcasing the latest in library products and services. Participants were also able to view 26 posters.

The afternoon of the first day was set aside for presentations by representatives of the ten ASEAN countries. The presentation was focused on new initiatives and development of libraries in the representative ASEAN country. In the evening, the Bangkok Metropolitan Administration hosted a gala dinner where participants were able to view numerous cultural performances from Thailand.

On the second day of the conference, a total of 87 papers were presented in six parallel sessions. There were seven papers from Malaysia and the University of Malaya was represented through four papers by Dr Nor Edzan Che Nasir, Dr Janaki Sinnasamy, Mr Mahbob Yusof, Mr Lim Peng Han and Dr Salleh Aman namely:

1. Collecting, organizing and digitalizing to conserve and preserve the Malay series: Issues and challenges for sustainable library cooperation by Lim Peng Han and Janaki Sinnasamy.
2. Collecting information and artefacts about the South East Asia Peninsula (SEAP) Games (1959-1979) archives, library and museum (ALM): Issues regarding collection, conservation and preservation by Lim Pen Han and Mohd Salleh Aman.
3. Industrial training for library and information science students: Malaysian experience by Janaki Sinnasamy and Nor Edzan Che Nasir.
4. AUNILLO pathfinder: An initiative in promoting Asian rare collection by Radia Banu Jan Mohamed, Noor Azlinda Wan Jan, Cik Ramlah Che Jaafar, Shahriza Fadly Misaridin, Mahbob Yusof and Wararak Pattanakiatpong.

The participants then proceeded to attend the closing ceremony. At the closing ceremony, the CONSAL XVI Outstanding Librarian Award was given to Professor Dr Chutima Sacchanand (Thailand). Ms Rashidah Begum Fazal Mohamed (Malaysia), Dr Nguyen Huy Chuong (Vietnam), Mr Talus Wulan Juni (Indonesia) and Ms Marilou Palicte Tadlip (Philippines) were given the Silver Awards. This was followed by the handing over of the CONSAL flag to the Myanmar, the host for CONSAL XVII in 2018. Delegates from Myanmar gave a sneak preview of what is in store for 2018 with traditional performances and CONSAL XVI came to a close with a farewell dinner.





Opening of CONSAL XVI



With exhibitors from Singapore

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Tables, figures and illustrations with captions should be positioned within the text.

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Archambault, E., Campbell, D., Gingras, Y., & Lariviere, V. (2009). Comparing bibliometric statistics obtained from the Web of Science and Scopus. *Journal of the American Society for Information Science and Technology*, 60 (7), 1320-1326.

Chu, C. M. (2009). Working from within: Critical service learning as core learning in the MLIS curriculum. In L. Roy, K. Jensen & A. H. Meyers (Eds.), *Service learning: Linking library education and practice* (pp. 105-123). Chicago: American Library Association.

Lessard, B., & Baldwin, S. (2000). *Netslaves: True tales of working the web*. New York: McGraw-Hill.

Miller, W., & Pellen, R.M. (Eds.). (2009). *Googlization of libraries*. London: Routledge.

Noraida Hassan. (2009, Jun 15-16). *Practicing evidence base in Malaysian libraries : A CSI challenge?* Paper presented at the International Conference on Libraries, Pulau Pinang.

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